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## Role of stress management courses: A case study of banking sector employees

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### Abstract

There is high degree of occupational stress amongst the bank employees because of long working hours, role conflict and political pressure. The study aimed to see the impact of stress management courses on banking sector employees. A sample of 120 employees working in private sector banks in South-West Delhi was selected for study. Out of 120 respondents 60 were selected for experimental group and rest 60 were selected for control group. Scale developed by Shivastava and Singh (1981) was used to measure occupational stress. The data was interpreted with the help of mean, standard deviation and 't' test.

**Keywords:** stress, management, banking sector employees.

### Introduction

There is lot of change in job profile of banking sector employees. There is increased responsibilities on employees. There is no such thing like stress-free job. Everyone in their work is exposed to pressure and concern as they get through the duties assigned to them. Banking industry is not an exceptional one. Indian banking industry is the backbone of the country's economy. The nature of job of banking employees is very tiresome as it involves long working hours, inappropriate reward system, and lack of job autonomy and role conflict. Stress Management is getting more and more consideration now-a-days; particularly in the financial sectors. Occupational stress is harmful for employees at personal level also at organizational level. Cobb (1975) has the opinion that, "The responsibility load creates severe stress among workers and managers. If the individual manager cannot cope with the increased responsibilities it may lead to several physical and psychological disorders among them." Subha and Shakeel (2009) described "Higher level of stress existed with no managerial concern for solution consequently lowering the employee performance, staking organizational reputation and loss of skilled employees, these situations call for immediate concern from organization management for employing effective stress management practices to increase employee satisfaction and overall employee performance."

### Objectives

To evaluate the impact of training programme of stress management on banking sector employees.

### Hypotheses

H01: There is no significant difference in stress control of bank employees through training programme.

H11: There is significant difference in stress control of bank employees through training programme.

### Limitations

- Due to paucity of time researcher has taken small sample of employees working in private banks.
- Due to cost constraints geographic coverage of the study is limited.

### Sample size and sampling techniques

A study was conducted on fifteen private banks in South -West Delhi to find out the occupational stress amongst the bank employees. This study was based on the sample of 120 employees. All the employees were taken from private banks. The survey was conducted on the basis of random convenient sampling. The sample was administered in-person. The instrument

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used for the survey was occupational stress measurement scale. It was developed by Shivastava and Singh (1981). Occupational stress measurement scale consists of 12 job stressors, which were divided among 46 items. It measures the extent of stress which employees perceive arising from various constituents and conditions of their jobs. Each of them was rated on five point Likert scale. Managerial and non-managerial staff was taken as respondents. After perceiving the stress of employees the researcher, with the permission of the higher authorities of the banks arranged three months training programme for stress control. Training session include maximum those techniques which can be performed also at home without the presence of trainer. Out of 120 respondents 60 were selected for experimental group and rest 60 were selected for control group. The design has three stages –pre-training, training programme and post-training. The data was interpreted with the help of mean, standard deviation and ‘t’ test.

**Survey findings**

**Stress causing factors in banks given by Shivastava and Singh (1981)**

Dimension
Role Overload
Role ambiguity
Role Conflict
Political Pressure
Responsibility for person
Under Participation
Powerlessness
Poor peer Relation
Intrinsic Impoverishment
Low Status
Strenuous working Conditions

**Table 1:** Difference between mean pre-scores for stress control for experimental and control group

Test	N	Mean	SD	SE	t- value
Pre-training	60(Experimental Group)	3.65	4.64	.78	1.55
	60(Control Group)	2.42	3.90		

It is clear from Table 1 that the calculated t- value for the pre-test scores of experimental and control group is 1.55, which is not significant. (Table value at 0.05 level-1.98 and at 0.01level-2.62). It can be concluded that there is no significant difference between the pre-test scores of experimental and control group in context to training sessions for stress control.

**Table 2:** Difference between mean post-scores for stress control for experimental and control group

Test	N	Mean	SD	SE	t- value
Post-training	60(Experimental Group)	3.30	4.02	.52	5.90
Post-training	60(Control Group)	.015	.72		

It is clear from Table 2 that the calculated t- value for the post-test scores of experimental and control group is 5.90, which is significant. (Table value at 0.05 level-1.98 and at 0.01level-2.62). It can be concluded that there is significant difference between the post-test scores of experimental and control group in context to training sessions for stress control. The mean score of experimental group is higher than the mean

score of control group. Our null hypothesis (H01) is rejected and alternative hypothesis (H11) is accepted. So we can conclude that training session for stress management has significant impact on the stress control.

**Conclusion**

The aim of the present study is to investigate the efficacy of training programmes for controlling occupational stress level among employees of banking sector. The results revealed that training sessions for stress management can help a lot for reducing stress levels. Numerous factors like work overload, ambiguity, pressure, confliction etc. are responsible for stress. It has wide-ranging effects on employees’ behavior and adjustments as well as off the job. A significant portion of organization research involves the study of stress among employees. Making the employees stress free should be a part of the policy of the organization, which will increase the productivity of employees.

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