


|   |  |   |
|---|--|---|
|  <p><a href="http://www.thaavan.com">www.thaavan.com</a><br/>thaavan2011@gmail.com</p> | <p><b>CLEAR</b><br/><b>IJRMST</b></p>    | <p>Print ISSN: 2249 3492, Online ISSN: 2249 3506</p>  |
|   |  | <p><i>International Journal of Research in Management, Sciences and Technology</i></p>  |
|   | <p>Indexed and Impact Factor Journal</p> | <p>A Blind Peer Reviewed and Open Access Journal<br/>Publication as Per UGC Care of India and SCOPUS<br/>Vol-10, Issue-19 pp. 01-08, July-Dec- 2020</p> |

**CLEAR International Journal of Research in Management, Sciences and Technology**

**RESEARCH ARTICLE**

**ASSESSMENT OF STRESS LEVEL AND STRESS MANAGEMENT TECHNIQUES AMONG BANK EMPLOYEES IN MADURAI**

**\*Dr. M.Mahadevan, \*\*Dr. A.Rajesh**

\*Assistant Professor, Department of Management, Arul Anandar College, Karumathur, Madurai., Tamil Nadu, India. E-mail id: [dr.mahadevmdu@gmail.com](mailto:dr.mahadevmdu@gmail.com)

\*\*Associate Professor, KV Institute of Management and Information Studies, Coimbatore, Tamil Nadu, India. Email: [rajesh2active@gmail.com](mailto:rajesh2active@gmail.com)

**ABSTRACT**

*Stress is any physical, substance or emotional factor that causes substantial or mental unsettling. People with strong social help report less pressure and more positive indications of stress than the people who need social assistance. Stress management strategies consolidate unwinding techniques, time management abilities, counselling, exercise and the maintaining an overall healthy lifestyle. Stress prevents the body from resting, which can decrease productivity at work. Hence, the present study aims to assess the stress level and stress management techniques of sample respondents in Madurai city.*

**Article History**

Received 20th November, 2020, Received in revised form 28.11.2020

Accepted 20.12.2020, Published on 30th. December.2020

**Keywords:** stress level, stress management, bank employees, Madurai.


**Corresponding Author** : **Dr. M.Mahadevan**

**Email** : [dr.mahadevmdu@gmail.com](mailto:dr.mahadevmdu@gmail.com)

**I. Introduction**

Stress management gives you a scope of apparatuses to reset your caution system. It can support your brain and body adapt. Without it,

your body may consistently be on high caution. After some time, chronic stress can prompt serious medical issues. Try not to hold up until stress harms your well-being, relationship or

|   |  |  |
|---|--|--|
|  <p><a href="http://www.thaavan.com">www.thaavan.com</a><br/>thaavan2011@gmail.com</p> | <p><b>CLEAR</b><br/><b>IJRMST</b></p>  | <p><i>Print ISSN: 2249 3492, Online ISSN: 2249 3506</i></p>                            |
|   |  | <p><i>International Journal of Research in Management, Sciences and Technology</i></p> |
| <p><i>Indexed and Impact Factor Journal</i></p>   | <p><i>A Blind Peer Reviewed and Open Access Journal</i></p> <p><i>Publication as Per UGC Care of India and SCOPUS</i></p> <p><i>Vol-10, Issue-19 pp. 01-08, July-Dec- 2020</i></p> |  |

***CLEAR International Journal of Research in Management, Sciences and Technology***

quality of life. Begin to follow the stress management methods today.

**II. Objectives of the Study**

The broad objective of this research work is to assess stress level and stress management techniques among the bank employees in Madurai district and the specific objectives were to study the sex, age, educational qualification, job experience, monthly salary, stress levels and the coping strategies that respondents are practicing themselves to reduce stress.

**III. Literature Review**

**Gopal C. Mahakud et al. (2013)** in their research work on stress management the concept and approaches found that stress is a mind boggling marvel and is impacted by different components. There is no single technique for enduring the stressful occasions in life; rather, it is a procedure of making sense of what works best for individual at the hour of stress. The coping strategies will direct the person to work through both ordinary stress just as crisis stressors. Cognitive behavioural approaches are compelling in managing stressful situations. Mindfulness based methodologies are as of late featured as intercession for managing stress.<sup>1</sup>

**Swarnalatha C and Gopalakrishnan R (2012)** in their research work on the occupational stress of the nationalized and non-nationalized bank employees in the city of Madurai shows that the non-nationalized bank

representatives have high role conflict contrasted with nationalize bank employees. This demonstrates a lot of desires applied to the officeholder by the organisation and the job they perform inside the organisation isn't in harmoniousness with one another. Lower the degrees of role clarity individuals feel at work higher the degree of stress.<sup>2</sup>

**IV. Research Methodology**


The present study has adopted an empirical and descriptive research approach. The sample consists of 120 bank employees from both nationalized and non-nationalized bank in the city of Madurai. The research has used both the primary and secondary data, primary data was collected through survey using self-designed structured questionnaire and secondary data were from various articles, books and journals. Data was analysed through SPSS by using statistical tools such as percentage, mean, standard deviation, rank and correlation analysis.

**V. Analysis and Discussion**

**Sex**

The distribution of sample respondents by their sex is presented in table 5.1. The study shows that majority of the respondents (64.2 percent) were female category and remaining 35.8 percent of the respondents were fall under male category among the sample respondents.

**Table 5.1**  
**Distribution of the sample respondents by their sex**

|  |  |   |
|--|--|---|
|  <p>www.thaavan.com<br/>thaavan2011@gmail.com</p> | <p><b>CLEAR</b></p> <p><b>IJRMST</b></p> | <p>Print ISSN: 2249 3492, Online ISSN: 2249 3506</p>  |
|  |  | <p><i>International Journal of Research in Management, Sciences and Technology</i></p>  |
| <p>Indexed and Impact Factor Journal</p>   |  | <p>A Blind Peer Reviewed and Open Access Journal</p> <p>Publication as Per UGC Care of India and SCOPUS</p> <p>Vol-10, Issue-19 pp. 01-08, July-Dec- 2020</p> |

**CLEAR International Journal of Research in Management, Sciences and Technology**

| Sl. No. | Sex    | Frequency  | Percentage |
|---------|--------|------------|------------|
| 1.      | Male   | 43         | 35.8       |
| 2.      | Female | 77         | 64.2       |
|         |        | <b>120</b> | <b>100</b> |

Source: Primary data

**Age**

Table 5.2 presents the distribution of the employees by their age group. It reveals that 39.2 percent of the sample respondents' age group was between 21 years to 30 years of age, 26.7 percent of the respondent's age was between 30 years and 35 years, 20.8 percent of the respondents' age were between 35 years and 45 years and 13.3 percent of the sample respondents age was 45 and above years of age.

**Table 5.2**  
**Distribution of the sample respondents by their age**

| Sl. No.      | Age        | Frequency  | Percentage |
|--------------|------------|------------|------------|
| 1.           | 21 – 30    | 47         | 39.2       |
| 2.           | 30 – 35    | 32         | 26.7       |
| 3.           | 35 – 45    | 25         | 20.8       |
| 4.           | 45 & above | 16         | 13.3       |
| <b>Total</b> |            | <b>120</b> | <b>100</b> |

Source: Primary data

**Educational Qualification**

The distribution of employees by their educational qualification is presented in the table 5.3. The study disclosed that 42.5 percent of the

sample respondents had completed bachelor's degree and Institute of Banking Personnel Selection (IBPS) exam qualified, 29.1 percent of the employees had completed master's degree, 16.7 percent of the employees had completed bachelor's degree and additional course and 11.7 percent of the employees had completed only bachelor's degree in the study area.


**Table 5.3**  
**Distribution of the sample respondents by their educational qualification**

| Sl. No.      | Educational qualification               | Frequency  | Percentage |
|--------------|---|------------|------------|
| 1.           | Bachelor's degree                       | 14         | 11.7       |
| 2.           | Bachelor's degree & additional course   | 20         | 16.7       |
| 3.           | Bachelor's degree & IBPS exam qualified | 51         | 42.5       |
| 4.           | Master's degree                         | 35         | 29.1       |
| <b>Total</b> |   | <b>120</b> | <b>100</b> |

Source: Primary data

**Job Experience**

Table 5.4 presents the distribution of sample respondents by their job experience. The study shows that 33.3 percent of the sample respondents were have 5 years to 10 years, 30

|  |  |  |
|--|--|--|
|  <p>www.thaavan.com<br/>thaavan2011@gmail.com</p> | <p><b>CLEAR</b></p> <p><b>IJRMST</b></p> | <p>Print ISSN: 2249 3492, Online ISSN: 2249 3506</p>   |
|  |  | <p><i>International Journal of Research in Management, Sciences and Technology</i></p>   |
|  | <p>Indexed and Impact Factor Journal</p> | <p><i>A Blind Peer Reviewed and Open Access Journal</i></p> <p><i>Publication as Per UGC Care of India and SCOPUS</i></p> <p><i>Vol-10, Issue-19 pp. 01-08, July-Dec- 2020</i></p> |

**CLEAR International Journal of Research in Management, Sciences and Technology**

percent of the sample respondents was had less than 5 years, 18.3 percent of the sample respondents were having 11 years to 15 years, 10.9 percent of the respondents were having 16 years to 20 years and 7.5 percent of the sample respondents were having more than 20 years of job experience among sample respondents.

**Table 5.4**

**Distribution of the sample respondents by their educational qualification**

| Sl. No.      | Educational qualification | Frequency  | Percentage |
|--------------|---------------------------|------------|------------|
| 1.           | Less than 5 years         | 36         | 30.0       |
| 2.           | 5 -10 years               | 40         | 33.3       |
| 3.           | 11-15 years               | 22         | 18.3       |
| 4.           | 16- 20 years              | 13         | 10.9       |
| 5.           | More than 20 years        | 09         | 07.5       |
| <b>Total</b> |                           | <b>120</b> | <b>100</b> |

*Source: Primary data*

**Stress levels**


The distribution of the sample employees by their stress level is presented in table 5.5. The study reveals that everybody responds to stress in their own manner, nobody stress level test can give a complete diagnosis of the stress levels. This stress level study is proposed to give an outline in particular. A vast majority of us can oversee differing measures of pressure without feeling stressed. Anyway to an extreme or unreasonable pressure, regularly

made by our own reasoning patterns, can overstretch our capacity to adapt and afterward stress is experienced. The research work found that five factors that affecting work stress hence, the respondents are bound to encounter stress related sick well-being either mental, physical or both. The respondents are affected through four or less factors than they are to the least extent liable to experience the ill effects of stress related sickness. The sample respondents affected by at least fourteen factors and more than they are the most inclined to stress demonstrating a large number of attributes or qualities that are making unsound practices. This implies they are likewise bound to encounter stress and stress related illness for example migraine, irritable bowel, the back and neck pain, hypertension, coronary illness, mental ill health may be stress, depression and anxiety.

**Table 5.5**

**Distribution of the sample employees by their stress level**


| S. No. | Variables   | Yes        | No           |
|--------|---|------------|--------------|
|        |   | No.        | No.          |
| 1.     | I as often as possible bring work home around evening time  | 0<br>(0.0) | 120<br>(100) |
| 2.     | Insufficient hours in day to do all things that I should do | 0<br>(0.0) | 120<br>(100) |
| 3.     | I deny or overlook issues with the expectation that they    | 0<br>(0.0) | 120<br>(100) |

|   |   |  |
|---|---|--|
|  <p><a href="http://www.thaavan.com">www.thaavan.com</a><br/>thaavan2011@gmail.com</p> | <p><b>CLEAR</b></p> <p><b>IJRMST</b></p>        | <p>Print ISSN: 2249 3492, Online ISSN: 2249 3506</p>   |
|   |   | <p><i>International Journal of Research in Management, Sciences and Technology</i></p>   |
|   | <p><i>Indexed and Impact Factor Journal</i></p> | <p><i>A Blind Peer Reviewed and Open Access Journal</i></p> <p><i>Publication as Per UGC Care of India and SCOPUS</i></p> <p><i>Vol-10, Issue-19 pp. 01-08, July-Dec- 2020</i></p> |

**CLEAR International Journal of Research in Management, Sciences and Technology**

|     |   |              |               |
|-----|---|--------------|---------------|
|     | will leave  |              |               |
| 4.  | I carry out the responsibilities myself to assurance they are done appropriately                  | 0<br>(0.0)   | 120<br>(100)  |
| 5.  | I think little of to what extent it takes to get things done                                      | 0<br>(0.0)   | 120<br>(100)  |
| 6.  | I feel that there are such a large number of deadline times in my work/life that are hard to meet | 0<br>(0.0)   | 120<br>(100)  |
| 7.  | My self-confidence /confidence is lower than I might want it to be                                | 08<br>(6.7)  | 112<br>(93.3) |
| 8.  | I much of the time have blameworthy sentiments on the off chance that I unwind and sit idle       | 21<br>(17.5) | 99<br>(82.5)  |
| 9.  | I end up contemplating issues in any event, when I should be unwinding                            | 17<br>(14.2) | 103<br>(85.8) |
| 10. | I feel exhausted or tired in any event, when I wake after a satisfactory rest                     | 0<br>(0.0)   | 120<br>(100)  |
| 11. | I regularly gesture or finish different people groups sentences for                               | 0<br>(0.0)   | 120<br>(100)  |

|     |  |              |               |
|-----|--|--------------|---------------|
|     | them when they talk gradually  |              |               |
| 12. | I tend to eat, talk, walk and drive rapidly  | 0<br>(0.0)   | 120<br>(100)  |
| 13. | My hunger has changed, want to gorge or have lost craving/may skip food  | 0<br>(0.0)   | 120<br>(100)  |
| 14. | I feel aggravated if the vehicle or traffic in front is by all accounts going too gradually/I become baffled at holding up in a line | 13<br>(10.8) | 107<br>(89.2) |
| 15. | On the off chance that a person or thing truly pesters me I will restrain my sentiments  | 0<br>(0.0)   | 120<br>(100)  |
| 16. | At the point when I play game or games, I truly attempt to win whoever I play  | 0<br>(0.0)   | 120<br>(100)  |
| 17. | I experience state of mind swings, trouble deciding, focus and memory is impaired  | 0<br>(0.0)   | 120<br>(100)  |
| 18. | I discover blame and condemn others as opposed to lauding, regardless of whether it is merited                                       | 0<br>(0.0)   | 120<br>(100)  |
| 19. | I am by all accounts listening despite the   | 0<br>(0.0)   | 120<br>(100)  |

|  |  |  |
|--|--|--|
|  <p>www.thaavan.com<br/>thaavan2011@gmail.com</p> | <p><b>CLEAR</b></p> <p><b>IJRMST</b></p> | <p>Print ISSN: 2249 3492, Online ISSN: 2249 3506</p>   |
|  |  | <p><i>International Journal of Research in Management, Sciences and Technology</i></p>   |
|  | <p>Indexed and Impact Factor Journal</p> | <p><i>A Blind Peer Reviewed and Open Access Journal</i></p> <p><i>Publication as Per UGC Care of India and SCOPUS</i></p> <p><i>Vol-10, Issue-19 pp. 01-08, July-Dec- 2020</i></p> |

**CLEAR International Journal of Research in Management, Sciences and Technology**

|     |   |              |              |
|-----|---|--------------|--------------|
|     | fact that I am distracted with my own contemplations  |              |              |
| 20. | My sex drive is lower, can encounter changes to menstrual cycle                                       | 0<br>(0.0)   | 120<br>(100) |
| 21. | I end up grinding my teeth  | 0<br>(0.0)   | 120<br>(100) |
| 22. | Increase in solid a throbbing painfulness particularly in the neck, head, lower back, shoulders       | 23<br>(19.2) | 97<br>(80.8) |
| 23. | I can't perform undertakings just as I used to, my judgment is blurred or not in the same class as it | 0<br>(0.0)   | 120<br>(100) |
| 24. | I discover I have a more noteworthy reliance on liquor, caffeine, nicotine or medications             | 0<br>(0.0)   | 120<br>(100) |
| 25. | I find that I don't possess energy for some interests/leisure activities outside of work              | 0<br>(0.0)   | 120<br>(100) |


**Source:** Computed from the sample survey, **No.:** Number of respondents, **Note:** Figures in parenthesis represent the percentages, calculated.

**Coping strategies to reduce stress**

The sample bank employees coping strategies to reduce stress is presented in table 5.6. The study found that only 3.3 percent of the respondents most of the times practice yoga or meditation but 37.5 percent of the respondents most of the times practice some physical exercise and 30 percent of the respondents only had a chance to rarely away from stressful situations and 44.2 percent of the sample respondents never had a sound sleep but 31.7 percent of the respondents were most of the times chatting with likeminded persons when they are in stressful situations and close to (49.2 percent) of the respondents never play with pet animals when they are in stress and 43.4 percent of the respondents always practice time management as coping strategies among the sample respondents in Madurai.

The calculated mean score concentrated to 5 scores for the coping strategies to reduce stress, such as; practice time management and chatting with likeminded person. The calculated mean score was between 1.43 and 3.15 for the coping strategy, such as; practice yoga or meditations, playing with pet animals, have sound sleep, away from stressful situations and practice some physical exercise.

Among the 7 coping strategies to reduce stress that was considered for the present study, practice time management was ranked 1<sup>st</sup>, 2<sup>nd</sup> rank was given for the chatting with likeminded person, practice some physical exercise was

|  |                                       |  |
|--|---------------------------------------|--|
|  <p>www.thaavan.com<br/>thaavan2011@gmail.com</p> | <p><b>CLEAR</b><br/><b>IJRMST</b></p> | <p>Print ISSN: 2249 3492, Online ISSN: 2249 3506</p>   |
|  |                                       | <p>International Journal of Research in Management, Sciences and Technology</p>                          |
| <p>Indexed and Impact Factor Journal</p>   |                                       | <p>A Blind Peer Reviewed and Open Access Journal<br/>Publication as Per UGC Care of India and SCOPUS</p> |
|  |                                       | <p>Vol-10, Issue-19 pp. 01-08, July-Dec- 2020</p>  |

**CLEAR International Journal of Research in Management, Sciences and Technology**

ranked 3<sup>rd</sup>. Away from stressful situations, Have sound sleep, Playing with pet animals and Practice yoga or meditation was ranked 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> respectively.

**Table 5.6**  
**Distribution of the respondents by their coping strategies to reduce stress**

| S. No. | Coping Strategies               | Always    | Most of the times | Sometimes | Rarely    | Never     | Mean Score | Standard Deviation | Rank |
|--------|---------------------------------|-----------|-------------------|-----------|-----------|-----------|------------|--------------------|------|
| 1.     | Practice yoga or meditation     | 0 (0.0)   | 04 (03.3)         | 07 (05.8) | 26 (21.7) | 83 (69.2) | 1.43       | 0.75               | VI   |
| 2.     | Practice some physical exercise | 23 (19.2) | 45 (37.5)         | 08 (06.7) | 16 (13.3) | 28 (23.3) | 3.15       | 1.48               | III  |
| 3.     | Away from stressful situations  | 19 (15.8) | 21 (17.5)         | 15 (12.5) | 36 (30.0) | 29 (24.2) | 2.70       | 1.41               | IV   |
| 4.     | Have sound sleep                | 19 (15.8) | 10 (08.3)         | 12 (10.0) | 26 (21.7) | 53 (44.2) | 2.30       | 1.49               | V    |
| 5.     | Chatti                          | 30        | 38                | 11        | 13        | 28        | 3.2        | 1.52               | II   |


|    |                           |           |           |           |           |           |      |      |    |
|----|---------------------------|-----------|-----------|-----------|-----------|-----------|------|------|----|
|    | ng with likeminded person | (25.0)    | (31.7)    | (09.2)    | (10.8)    | (23.3)    | 4    |      |    |
| 6. | Playing with pet animals  | 10 (08.3) | 08 (06.7) | 22 (18.3) | 21 (17.5) | 59 (49.2) | 2.07 | 1.30 | VI |
| 7. | Practice time management  | 52 (43.4) | 43 (35.8) | 09 (07.5) | 12 (10.0) | 04 (03.3) | 4.05 | 1.10 | I  |

**Source:** Computed from the sample survey, **No.:** Number of respondents, **Note:** Figures in parenthesis represent the percentages, calculated.

**Correlation between age and coping strategies to reduce stress of bank employees**

Table 5.7 shows the correlation between age and coping strategies to reduce stress of bank employees. The correlation is about -0.912, which indicates negative relationship between age and coping strategies to reduce stress of bank employees in the study area and is significant at 1% level.

Hence, there is no relationship between age and coping strategies to reduce stress of bank employees in the study area.

|  |  |  |
|--|--|--|
|  <p>www.thaavan.com<br/>thaavan2011@gmail.com</p> | <p><b>CLEAR</b></p> <p><b>IJRMST</b></p> | <p>Print ISSN: 2249 3492, Online ISSN: 2249 3506</p>   |
|  |  | <p><i>International Journal of Research in Management, Sciences and Technology</i></p>   |
|  | <p>Indexed and Impact Factor Journal</p> | <p>A Blind Peer Reviewed and Open Access Journal<br/>Publication as Per UGC Care of India and SCOPUS</p> <p>Vol-10, Issue-19 pp. 01-08, July-Dec- 2020</p> |

**CLEAR International Journal of Research in Management, Sciences and Technology**

**Table 5.7**  
**Correlation between educational qualification and precautionary measures of the unorganised construction workers**

| Variable                           | Age   | Coping strategies to reduce stress |
|------------------------------------|-------|------------------------------------|
| Age                                | 1.000 | -0.912**                           |
| Coping strategies to reduce stress | -     | 1.000                              |

\*\* denotes significant at 1% level

**VI. Conclusion**

The study concludes that majority of the sample employees were female category with 39.2 percent of the sample respondents' age group was between 21 years to 30 years of age and the five variables among twenty five that influencing work stresses therefore, the respondents are more likely to have stress related ill health either mental, physical or both and close to half (49.2 percent) of the respondents never play with pet animals when they are in stress and 43.4 percent of the respondents always practice time management as coping strategies among the sample respondents in Madurai and there is no relationship between age and coping strategies to reduce stress of bank employees in the study area.

**Reference**

1. **Gopal C. Mahakud et al. (2013):** "Stress Management: Concept and

Approaches", *The International Journal of Humanities & Social Studies*, Vol. 1, Issue 6, December, pp: 1-5.

2. **C. Swarnalatha and R. Gopalakrishnan (2012):** "A comparative study on occupational stress of nationalised and non nationalised bank employees in Madurai city, Tamil Nadu, India", *International Journal of Management*, Vol. 3, Issue 1, January- April, pp. 135-144.

3. **T. O. Oladinrin et al. (2014):** "Analysis of Stress Management among Professionals in the Nigerian Construction Industry", *International Journal of Multidisciplinary and Current Research*, Vol.2, Jan/Feb, pp: 22-33.