

A STUDY ON MEASURING THE LEVEL OF WOMEN'S STRESS WORKING IN BANKS

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Abstract:

This research paper presents an in-depth investigation into the Stress experienced by women employees working in the banking sector. The study aims to identify the sources and effects of Stress and the coping mechanisms women adopt to manage Stress in this demanding workplace environment. By understanding women's unique challenges in the banking industry, this research contributes to developing targeted interventions and policies to enhance employee well-being and organizational effectiveness.

The contemporary workplace is marked by its dynamic and diverse workforce, wherein women play a significant role. However, this integration has challenges, as women often experience unique stressors that can adversely affect their well-being and professional performance. This abstract delves into the sources and consequences of women's Stress in the workplace, shedding light on an issue that warrants attention from employers, policymakers, and researchers.

Women's Stress at the workplace is influenced by a confluence of factors ranging from structural inequalities to social expectations. Discrimination, unequal pay, limited career advancement opportunities, and work-life balance struggles form a backdrop that intensifies Stress among female employees. These stressors are compounded by societal norms that often place the burden of domestic responsibilities disproportionately on women, leading to conflicting demands between work and home life.

Addressing women's Stress in the workplace requires a comprehensive approach that involves employers, policymakers, and individuals. Companies must implement policies that promote gender equality, pay equity, and flexible work arrangements. Moreover, fostering a culture of inclusion and support is pivotal, enabling women to voice their concerns without fear of reprisal. Policy initiatives can play a role by enforcing anti-discrimination laws and mandating family-friendly policies.

Keywords: Stress at the Workplace, organizational effectiveness,

Introduction:

The banking sector is known for its fast-paced, dynamic, and competitive nature, which can contribute to elevated stress levels among employees. Women, in particular, face distinct challenges due to work-related demands and societal expectations. This study seeks to explore the stressors experienced by women working in banks and their strategies for managing Stress.

Literature Review:

The literature review will delve into existing research on Stress in the workplace, focusing on studies related to the banking industry and gender differences in stress experiences. This section will also explore theories and models that explain Stress among employees and discuss how gender-related factors might influence stress levels.

Karuna et al. (2003) found that age, salary, and work experience influenced the various types of role Stress among the clerical cadre employees of nationalized banks. It was also evident that more and less experienced females suffered more Stress than their counterparts. More skilled men experienced more Stress on Role Stagnation and Resource Inadequacy, whereas women felt more Stress on Inter role distance, Role erosion, and Role isolation.

Vander and Hepus (1993) revealed no significant difference regarding stress among male and female managers. Both work and life support were negatively correlated with work stress. Work and life support were negatively associated with work stress; only work support was negatively correlated with work stress, strongly related to reducing work stress, and positively associated with each measure of strain.

Usha Sree et al. (1995) reported a significant effect of gender role differences on job stress, and masculine, androgynous subjects were more stressed than others.

Amudha Devi and Velaydham (2003) pointed out that the Government and private staff were found to have equal job satisfaction. Work autonomy, occupational status, and work schedule are perceived as ingredients of job satisfaction with autonomy, status, and the type of work schedule concerned.

Uma Bhowon and J.Ah-Kion(2004) revealed that perception of equity, role overload, and inadequacy of role authority are the critical aspects of Stress confronting employees. Dimension-wise analysis indicates that different ingredients of work stress encounter employees with varying vigor and gravity. The study also shows that employees' perception of organization structure and processes determine stress experience of inequity. The organizational climate is also identified as a contingency variable for Stress.

Panchanathan (1997) found a relationship between creative personality and occupational Stress among problem-solving executives. The problem-solving executives are classified into Generator, Conceptualizer, Optimizer, and Implementer. The negative relationship between occupational Stress and creative personality is identified among four groups of problem solvers.

Ashish Roy(1997) identified junior scientists face more role stress in role stagnation and erosion, whereas senior scientists face role overload. The significant relationship is identified in role distance between the boss and colleagues, in role expectation conflict.

Mihir Kumar Shome (2003) concluded that the male and female groups do not significantly differ in their perception of the work environment. The male employees are involved and committed to their job, prefer better relations with their work and prefer variety, change in good planning, are always busy at work, and select the type, change, and new approaches for betterment. The female employees are concerned and committed to their job, have cordial relations with their colleagues, and feel that the authorities encourage them to be self-sufficient and make their own decisions.

Objectives of the study:

- To identify the amount of Stress among the women employees working in the Banks.
- To know the level of Stress on women working in the Bank.
- To study the causes of Stress among the women employees
- To learn methods/programs to reduce the impact of Stress faced by the women employees

Methodology:

- Participants: The study involves women employees from various positions within different banks.
- Data Collection: Data has been collected through surveys and interviews, allowing participants to express their stress experiences and coping mechanisms.
- Survey Measures: The survey has included questions about work-related stressors, personal experiences, coping strategies, and improvement suggestions.
- Interviews: Qualitative interviews have provided in-depth insights into individual experiences and perspectives.
- Data Analysis: Thematic analysis has been employed to identify everyday stressors, effects, and coping strategies emerging from the data.

Data Analysis

It will outline the most prevalent sources of Stress identified by participants, the impact of Stress on their well-being and work performance, and the strategies they adopt to cope with Stress. Quantitative data from surveys and qualitative insights from interviews will be integrated to understand stress experiences among women in banks comprehensively.

Frequency Distribution

1. Frequency of respondents concerning the variable relating to General Stress
(SA= Strongly Agree, A=Agree, N=Neutral, D=Disagree, SD=Strongly Disagree)

S.No.	Name of Variable-General Stress	Options	Highest Count	Highest Percentage
1	You don't know what went wrong, but somebody is against you.	DA and SD	245/500	49%
2	Feel that you have been working loaded	A and SA	242/500	48%
	Overall Level of General Stress	Moderate Stress Low	344/500 108/500	69% 22 %

Interpretation:

The above table depicts that 49% of the respondents Disagree and Strongly disagree with the statement they don't know what went wrong, but certainly, somebody is against you, followed by 48% of the respondents who Agree and Strongly Agree to the the opinion that you have been working loaded.

2. Frequency of respondents concerning the variable relating to Peer Relationship (SA= Strongly Agree, A=Agree, N=Neutral, D=Disagree, SD=Strongly Disagree)

S.No.	Name of Variable-General Stress	Options	Highest Count	Highest Percentage
1	You are bothered about your peer's scheming (back-biting or unkind words)	A and SA	245/500	49%
2	Peers know you inside out, so gossip a lot.	DA and SD	242/500	48%
3	Take you for granted and seek unsolicited favor at your cost.	A and SA	360/500	72%
4	Colleagues get jealous	A and SA	358/500	72%

5	Very often, you feel neglected when you are in the team.	A and SA	360/500	72%
	Overall Score of Peer Relationship	Moderate		
		Stress	344/500	69%
		Low	108/500	22 %

Interpretation:

The above table depicts that 49% of the respondents Agree and Strongly agree to the statement they have to work with persons whom they like, followed by 48% of the respondents Disagree and Strongly Disagree to the opinion, some of the colleagues and subordinates defame and tarnish them as unsuccessful, continued by 72% of respondents Agree and Strongly agree stating that the colleagues are cooperating in solving administrative and industrial problems, and 72% of the respondents Agree and Strongly agree that mutual co-operation and team spirit exists in department /organization 3. Frequency of respondents concerning the variable relating to Roles and Responsibilities (SA= Strongly Agree, A=Agree, N=Neutral, D=Disagree, SD=Strongly Disagree)

S.No.	Name of Variable-General Stress	Options	Highest Count	Highest Percentage
1	You are feeling stagnated	DA and SD	232/500	47%
2		A and SA	265/500	53%
	Overall Level of Roles and Responsibilities	Moderate		
		Stress	352/500	70%
		Low	96/500	19 %

Interpretation:

The above table depicts that 47% of the respondents Disagree and Strongly

disagree with the statement they are feeling stagnated, followed by 53% of the respondents Agreeing and Strongly Agreeing with the opinion that they are depressed.

4. Frequency of respondents concerning the variable relating to Relocation
(SA= Strongly Agree, A=Agree, N=Neutral, D=Disagree, SD=Strongly Disagree)

S.No.	Name of Variable-General Stress	Options	Highest Count	Highest Percentage
1	Worried about sudden displacement, the family is unhappy.	DA and SD	245/500	49%
2	Worried about Relocation	A and SA	242/500	48%
	Overall Level of Relocation	Moderate Stress	344/500	69%
		Low	108/500	22 %

Interpretation:

The above table depicts that 49% of the respondents Disagree and Strongly disagree with the statement they are worried about sudden displacement and family is unhappy, followed by 48% of the respondents Agreeing and Strongly Agreeing to the opinion that they have worried about dislocation.

4. Frequency of respondents concerning the variable relating to Family Related Stress
(SA= Strongly Agree, A=Agree, N=Neutral, D=Disagree, SD=Strongly Disagree)

S.N o.	Name of Variable-Family-Related Stress	Options	Highest Count	Highest Percentage
1	You are worried about incompatible life-partner	A and SA	245/500	49%
2	You are anxious about a demanding spouse	DA and SD	242/500	48%
3	Worried about your reputation in the society	A and SA	360/500	72%
4	Bothered about the financial implications	A and SA	358/500	72%
5	Your spouse is nagging you about your financial and assets portfolio	A and SA	360/500	72%
6	You are worried about interfering with in-laws	A and SA	242/500	48%
7	Your space is crowded	A and SA	245/500	49%
8	No privacy for you and your spouse	A and SA	360/500	72%
9	You are highly concerned about having a sickly child	A and SA	242/500	48%
10	You are highly concerned about an average child who may not live up to your expectations	A and SA	242/500	48%
11	Children getting married, you are anxious about the future of the child	A and SA	360/500	72%
12	Children fail in their studies; you are eager about their future	DA and SD	360/500	72%

	Moderate Stress	340/500	68%
Overall Score of Family-Related Stress	High	100/500	20 %

Interpretation:

The above table depicts that 49% of the respondents Agree and Strongly agree to the statement they are worried about incompatible life partners, followed by 48% of the respondents Disagree and Strongly Disagree to the opinion demanding spouse, continued by 72% of respondents Agree and Strongly agree about the reputation in society, followed by 48% of the respondents Disagree and Strongly Disagree with the opinion of financial implications and so on.

Stress coping strategies

- Stress on the job reduces when you do physical exercises like jogging, aerobatics, and regular visit to the gym.
- Time management techniques like making a list and prioritizing activities by their importance and urgency reduce job stress.
- Giving employees more control over their jobs reduces job stress.
- Job stress is reduced when employees can handle family issues between their duties.
- When employees are allowed to work in their area of specialization, they have less stress.
- When the work environment is made more comfortable and suitable for workers, they experience less job stress.
- Workplace stress is reduced when employees have job security.
- When employees are not given deadlines on job delivery and are not overloaded with work, they experience less job stress.
- In-service training helps to reduce workplace stress.
- Obtaining leave reduces workplace stress.

Findings and Suggestions

The following suggestions are given based on a study conducted:

- Proper counseling facilities should be given to all employees to maintain reasonable and cordial relationships.
- Leisure and recreation facilities should be provided to all employees working in the Bank, especially women employees.
- Stress reduction and management techniques like yoga and family counseling should be provided in the Banks.
- Family get-togethers and staff picnics should be organized at least once in six months.
- Women harassment prevention cell established, and it should be monitored appropriately.
- Flexi working hours should be introduced so that women employees can simultaneously take care of their family responsibilities as official duties. It can also reduce the stress of commuting in rush hour traffic.
- Proper training and staff development programs should be introduced to cater to the needs of women employees.
- Proper reward systems and career advancement schemes should be introduced to suit the needs of women employees in the Bank.
- Women employees should use Stress-relieving techniques like listening to music, speaking to friends, meditation, and reading.
- Jobs that hamper employees' abilities and capacities should be eliminated or redesigned according to the employee's potential.
- Management should encourage working from home since it results in higher morale and job satisfaction and lower employees stress and turnover.

Conclusion:

In conclusion, this research paper sheds light on the unique stressors women working in the banking sector face. By understanding these stressors and the coping mechanisms employed by women, organizations can develop targeted interventions to mitigate Stress and improve overall workplace satisfaction. This study emphasizes recognizing and addressing gender-specific stress factors to foster a healthier and more inclusive work environment.

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Annexure

Questionnaire

Note: S.D.- Strongly disagree, DA- Disagree, N- Neutral, A-Agree, SA- Strongly Agree

Professional Stress

General Stress

Q1. You don't know what went wrong, but somebody is against you.

SD DA N A SA

Q2. Feel that you have been working loaded

SD DA N A SA

Colleagues

Q3. You are bothered about your peer's scheming (back-biting or unkind words)

SD DA N A SA

Q4. Peers know you inside out, so gossip a lot.

SD DA N A SA

Q5. Take you for granted and seek unsolicited favor at your cost.

SD DA N A SA

Q6. Colleagues get jealous.

SD DA N A SA

Q7. You often feel you need to be more focused on the team.

SD DA N A SA

Roles and Responsibility

Q8. You are feeling stagnated

SD DA N A SA

Q9. Feeling depressed.

SD DA N A SA

Relocation/ Uncertainty

Q10. Worried about sudden displacement, the family is unhappy.

SD DA N A SA

Q11. Worried about Relocation

SD DA N A SA

Family/Self Related Stress

Life Partner

Q12. You are worried about incompatible life-partner

SD DA N A SA

Q13. You are anxious about a demanding spouse

SD DA N A SA

Q14. Worried about your reputation in the society

SD DA N A SA

Q15. Bothered about the financial implications

SD DA N A SA

Q16. Your spouse is nagging you about your financial and assets portfolio

SD DA N A SA

In-Laws/Extended Family

Q17. You are worried about interfering with in-laws

SD DA N A SA

Q18. Your space is crowded

SD DA N A SA

Q19. No privacy for you and your spouse

SD DA N A SA

Children

Q20. You are highly concerned about having a sickly child

SD DA N A SA

Q21. You are highly concerned about a normal child who may not live up to your expectations

SD DA N A SA

Q22. Children getting married, you are anxious about the future of the child

SD DA N A SA

Q23. Dent in self-pride

SD DA N A SA

Q24. Children failed in their studies; you are anxious about their future

SD DA N A SA

Q25. Children yet to get a job, you are anxious about their future

SD DA N A SA