

## Strategy For Effective Stress Management Among Bank Employees In Hyderabad

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### Abstract:

*The study explores a strategy for effective stress management among bank employees in Hyderabad, recognizing the crucial need for employee well-being in the dynamic banking sector. By examining the unique stressors prevalent in this regional context, the study aims to identify targeted interventions that can enhance stress resilience. Utilizing a mixed-methods approach, including surveys and interviews, the research assesses the current stress levels, prevalent stressors, and the perceived efficacy of existing stress management programs. The study also proposes tailored strategies, encompassing leadership support, flexible work arrangements, and wellness programs. Through a comprehensive understanding of stress dynamics specific to Hyderabad's banking environment, this research contributes valuable insights for both academic and practical applications, facilitating the development of sustainable stress management initiatives that can positively impact employee satisfaction and overall organizational performance. The present study is limited to various reputed banks of Hyderabad. A sample of 150 employees was considered. Random convenience sampling was used.*

**Keywords:** Stress management, Bank employees and Employee satisfaction.

### Introduction

The banking sector is synonymous with a dynamic and fast-paced work environment, characterized by high demands, tight deadlines, and intense competition. In the vibrant city of Hyderabad, where the financial sector thrives as a key economic driver, the challenges faced by bank employees in managing stress are both unique and pressing. Recognizing the critical interplay between employee well-being and organizational success, this research embarks on a journey to formulate a comprehensive strategy for effective stress management tailored to the specific needs of bank employees in Hyderabad. As a bustling hub of economic activity, Hyderabad's banking professionals navigate a complex landscape influenced by a myriad of factors, including cultural diversity, technological advancements, and the coexistence of traditional and modern banking practices. The intricate fabric of this city adds layers to the stressors faced by bank employees, necessitating an in-depth exploration of the challenges specific to this regional context.

The importance of stress management in the banking sector cannot be overstated. Elevated stress levels not only impact the mental and physical health of employees but also pose significant risks to organizational performance. Reduced job satisfaction, increased absenteeism, and high turnover rates are potential consequences of unaddressed stress within the workforce (Sharma et al., 2020). As such, a tailored strategy for stress management is crucial to fostering a healthy and

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resilient workforce, ultimately contributing to sustained organizational success. This research builds upon the foundation laid by previous studies examining stressors and coping mechanisms in the banking industry. While existing literature offers valuable insights into general stress management practices, there is a noticeable gap in research that specifically addresses the unique challenges faced by bank employees in Hyderabad. By delving into this gap, the study aims to not only contribute to the academic understanding of stress in the workplace but, more importantly, to offer practical and actionable strategies that can be implemented in the local banking sector.

The methodology employed in this research involves a mixed-methods approach, combining quantitative surveys and qualitative interviews. This comprehensive strategy ensures an advanced understanding of stress levels, identification of prevalent stressors, and insights into employee perceptions regarding the efficacy of existing stress management practices. The research seeks to unravel the intricate dynamics of stress in Hyderabad's banking industry, providing a foundation for the development of targeted interventions that resonate with the diverse experiences and expectations of bank employees.

In subsequent sections, this study will explore the specific stressors faced by bank employees in Hyderabad, assess the current stress management practices, propose innovative and region-specific strategies, and contribute to the creation of a holistic stress management framework. Through this research, we aspire to not only enhance the well-being of bank employees but also to empower organizations in Hyderabad's banking sector to thrive in an environment of sustainable success.

## **Literature Review**

Examining existing stress management initiatives in the banking sector, the work of Robbins (2005) discusses the prevalence of employee assistance programs (EAPs) and wellness programs. A study by Singh et al. (2018) specifically addresses the adoption of mindfulness-based stress reduction programs, indicating a growing recognition of holistic approaches to stress management. A study by Sharma et al. (2020) underscores the correlation between stress and reduced job satisfaction, increased absenteeism, and decreased organizational commitment among bank employees. The literature also explores the influence of regional factors on stress in the workplace. Research by Rao and Sahoo (2016) examines cultural influences on stress perception, emphasizing the need for context-specific interventions. This aligns with the present study's focus on understanding the unique stress landscape in Hyderabad's banking industry. Investigating employee perceptions, the study by Jamaluddin et al. (2021) explores the subjective experiences of stress and coping strategies among bank employees. Understanding these perspectives is vital for tailoring effective stress management interventions. Exploring innovative approaches, the research by Greenberg and Abascal (2017) discusses the integration of technology, such as mobile applications, for stress monitoring and intervention. This aligns with the contemporary need for technologically driven solutions in the banking industry.

In synthesizing these diverse sources, the literature review sets the stage for the current study, emphasizing the gaps in the existing research and the need for a context-specific strategy for effective stress management among bank employees in Hyderabad.

## **Objectives of the Study**

1. To perceptions of current stress management practices among bank employees
2. To Review of existing stress management programs and initiatives in banks

## **Methodology**

The research design employs a mixed-methods approach, integrating quantitative surveys and

qualitative interviews. This methodological choice allows for a comprehensive examination of stress levels, identification of prevalent stressors, and an exploration of employee perceptions regarding the efficacy of current stress management practices. By combining these research methods, the study aims to offer a well-rounded perspective on stress within the banking sector in Hyderabad, catering to the diversity of experiences and perspectives among bank employees. The present study is based on primary as well as secondary sources of data. The primary data was collected through structure questionnaire from various reputed banks employees of Hyderabad city. A sample of 150 employees was considered. Random convenience sampling was used. Secondary data has collected from research journals, published data, books, magazines, research studies and other relevant documents, various reports and websites etc.

## Results and Discussions

The Results and Discussions section presents the findings of the research, analyzing data on stress levels, identifying stressors, and examining the effectiveness of current stress management practices among bank employees in Hyderabad.

### Age and gender of employee

From the provided table-1, it appears to be a classification of employees based on age and

**Table -1 Age and gender wise classification of employees**

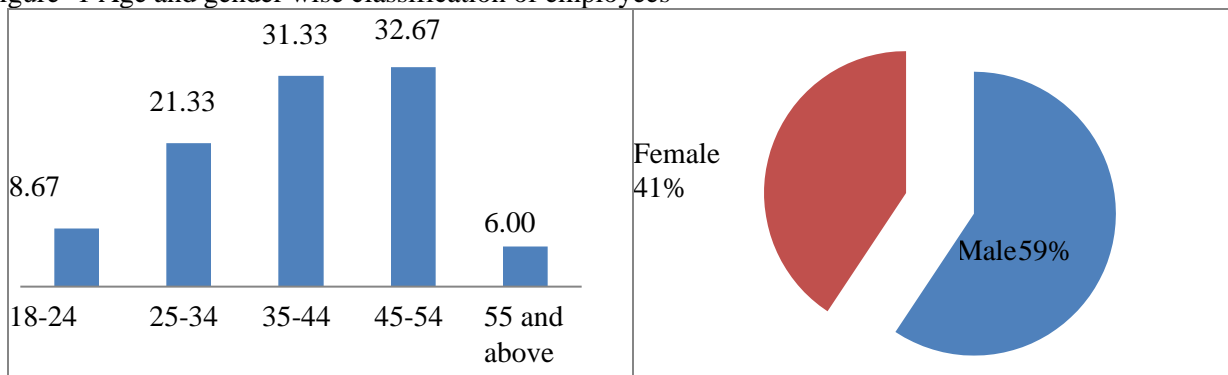
Age	Number of Employees	Percentage
18-24	13	8.67
25-34	32	21.33
35-44	47	31.33
45-54	49	32.67
55 and above	9	6.00
Total	150	100.00

Gender	Number of Employees	Percentage
Male	89	59.33
Female	61	40.67
Total	150	100.00

(Source: Field Survey)

The largest age group is 45-54, comprising 32.67% of the total employees, followed by the 35-44 age groups with 31.33%. The smallest age group is 55 and above, accounting for 6.00% of the total employees. The majority of employees are male, constituting 59.33% of the total, while females make up 40.67%. The age distribution indicates a relatively balanced representation across different age groups, with the middle-aged employees (35-54) being more predominant. The workforce has a higher proportion of male employees compared to females.

Figure -1 Age and gender wise classification of employees



### Designation of Employees

The data provided in table-2 disclosed that out of 150 employees, and its designation wise distribution

Table-2 Designation wise Distribution of Employees

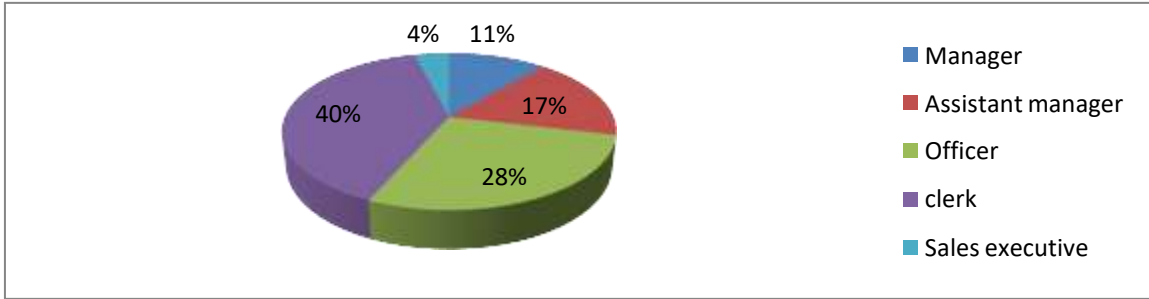
Designation	Number of Employees	Percentage
Manager	17	11.33
Assistant manager	26	17.33
Officer	42	28.00
clerk	59	39.33
Sales executive	6	4.00
Total	150	100

(Source: Field Survey – 2022-23)

It was also noted that the majority of the employees, i.e., (59) 39.33 per cent, were clerk; (42) 28.00 per cent of employees were officers; (26) 17.33 per cent of employees were Assistant managers; (17) 11.33 per cent of employees were managers; (6) 4.00 per cent of employees were

sales executives. It was noticed that the majority of the employees had working as clerk. (Figure-2)

Figure- 2 Designation wise distributions of Employees



**Experience of Employees**

Employee's experience is an important factor in analyzing the stress he feels at his workplace and the scope of rights and duties increases with experience. Classification according to experience is as follows.

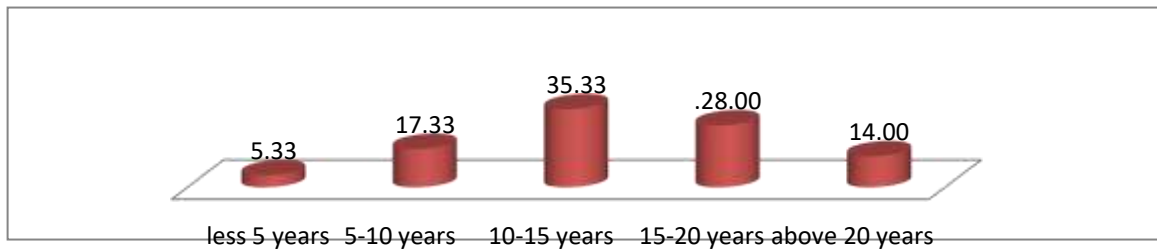
Table -3 Working experiences of employees

Working Experience	Number of Employees	Percentage
Less than 5 years	8	5.33
5 - 10 years	26	17.33
10 – 15 years	53	35.33
15- 20 years	42	28.00
Above 20 years	21	14.00
<b>Total</b>	<b>150</b>	<b>100.00</b>

Source: Field Survey – 2022-23

Table-3 shows the working experience of bank employees. Most of the employees 35.33 per cent have 10–15 years of working experience in bank. 28.00 per cent of the employees have 15-20 years of working experience, 17.33 per cent employees have 5-10 years of working experience, 14.00 per cent of employees have more than 20 years working experience in bank, and a few 5.33 per cent of employees have less than 5 years working experience in banking sector.

Figure-3 Working experiences of employees



**Overall stress level at work place**

The data highlights the prevalence of high and very high stress levels among employees, emphasizing the importance of implementing comprehensive and tailored stress management strategies within the workplace.

**Table -4 Overall stress level at work place**

Stress level	Number of Employees	Percentage
Very Low	12	8.00
Low	15	10.00
Moderate	17	11.33
High	37	24.67
Very High	69	46.00
<b>Total</b>	<b>150</b>	<b>100.00</b>

Source: Field Survey

It was noticed from table -4 that a substantial portion of employees, 46.00%, report a very high overall stress level at the workplace, indicating that stress is a significant concern for a majority of the workforce. An additional 24.67% of employees report a high overall stress level, contributing to a combined 70.67% experiencing high to very high stress levels. A smaller percentage, 8.00%, reports a very low overall stress level, while 10.00% report a low stress level.

**Stress-related symptoms among employees**

The data provided in table- 5 indicates the frequency with which employees experience stress-related symptoms.

**Table -5 How often experience stress-related symptoms**

Experience stress	Number of Employees	Percentage
Rarely	13	8.67
Occasionally	12	8.00
Frequently	49	32.67
Almost always	76	50.67
<b>Total</b>	<b>150</b>	<b>100.00</b>

Source: Field Survey

It was observed from table-5 that a significant portion of employees, 50.67%, report experiencing stress-related symptoms almost always. This suggests that a considerable number of employees are consistently dealing with stress in their work or personal lives. Additionally, 32.67% of employees experience stress frequently, indicating that a substantial portion of the workforce faces stress-related challenges on a regular basis. A smaller numbers of employees 8.67% and 8.00%, experience stress-related symptoms rarely or occasionally, respectively.

**Table -6 Awareness level of stress management programs or initiatives offered by the organization**

Stress level	Number of Employees	Percentage
Yes	142	94.66
No	8	5.33
<b>Total</b>	<b>150</b>	<b>100.00</b>

Source: Field Survey – 2022-23

It was found from table-6 that the majority of employees, accounting for 94.66%, are aware of the stress management programs or initiatives provided by the organization. This suggests that the communication and promotion of these programs may be effective or that the programs themselves are well-integrated into the workplace. A small number 5.33% of employees are not aware of the stress management initiatives. This could indicate a need for improved communication, awareness campaigns, or a review of how information about these programs is disseminated within the organization.

The organization's high awareness level among employees is a positive sign, but it's important to continually evaluate and enhance communication strategies to reach all employees effectively. This can contribute to a more supportive work environment and better utilization of stress management resources.

**Most beneficial Stress management strategies in the banking industry**

The banking industry is known for its fast-paced and demanding nature, which can contribute to stress among employees. Implementing effective stress management strategies is crucial to maintaining a healthy work environment and ensuring the well-being of employees.

**Table 7 Most beneficial Stress management strategies**

Strategies	Agree	Disagree	Total
Employee Assistance Programs (EAPs)	123 (82.00)	27 (18.00)	150 (100.00)
Flexible Work Arrangements	118 (78.67)	32 (21.33)	150 (100.00)
Training on Stress Management	128 (85.33)	22 (14.67)	150 (100.00)
Clear Communication	134 (89.33)	16 (10.67)	150 (100.00)
Encourage Breaks and Time Off	89 (59.33)	61 (40.67)	150 (100.00)
Team Building Activities	121 (80.67)	29 (19.33)	150 (100.00)

Job Rotation and Skill Development	111 (74.00)	39 (26.00)	150 (100.00)
Stress-Reduction Resources	129 (86.00)	21 (14.00)	150 (100.00)
Employee Feedback Mechanism:	127 (84.67)	23 (15.33)	150 (100.00)
Technology Adoption	108 (72.00)	42 (28.00)	150 (100.00)

Source: Field Survey – 2022-23 Note: Figures in parentheses indicates percentage of row total

It was observed from table-7 that the majority of respondents support the idea that Employee Assistance Programs are valuable for managing stress in the workplace. A significant portion of respondents acknowledges the positive impact of flexible work arrangements on stress management. The majority of respondents recognize the importance of providing training on stress management. Clear communication is overwhelmingly perceived as a highly effective strategy for managing stress. There is a relatively balanced opinion on the effectiveness of encouraging breaks and time off. A significant majority supports the idea that team building activities contribute to stress management. The majority sees job rotation and skill development as positive contributors to stress management. Stress-reduction resources are widely perceived as effective for managing stress. The majority supports the use of an employee feedback mechanism for stress management. While a significant portion agrees, there is notable disagreement regarding the effectiveness of technology adoption for stress management.

Clear communication is consistently perceived as the most effective stress management strategy, with the highest agreement percentage. Training on stress management, stress-reduction resources, and employee feedback mechanisms are also highly supported strategies. Encouraging breaks and time off, as well as technology adoption, have more varied opinions, with a notable portion of respondents expressing disagreement with their effectiveness.

### Conclusion

From above discussion it is concluded that the employee survey reveals a concerning picture of stress levels within the workplace. A significant majority, 70.67%, report high to very high overall stress levels, indicating a pervasive issue that demands immediate attention. The finding that 46.00% of employees experience a very high stress level emphasizes the urgent need for targeted interventions and comprehensive stress management programs. The organization should prioritize the identification of specific stressors contributing to this heightened stress, enabling the implementation of tailored strategies to address these challenges. While 30.00% report low to very low stress levels, indicating some positive aspects, the dominant trend of high stress underscores the necessity for a holistic approach to employee well-being. Clear communication, effective stress management training, and the promotion of a supportive work culture are crucial elements to consider. Proactive measures, including employee assistance programs and wellness initiatives, should be implemented to create a healthier work environment. Regular monitoring and reassessment of stress levels will be essential to gauge the effectiveness of interventions over time. Addressing workplace stress comprehensively is imperative for employee satisfaction, productivity, and the overall success of the organization.

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