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## **A study on stress management among the employees of SBI bank in Bhagalpur district**

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### **Abstract**

For banking employee all over the planet, weight at work can be a test; stress can be some of the time positive and some of the time negative. Positive pressure prompts usefulness and negative pressure prompts misfortune for the association. There is now a specific degree of stress in Banking representatives works life and afterward experience considerably more pressure emerging from the work pressure that Banking representatives face at work. Numerous representatives can't adapt to such quick changes occurring in the positions. Job struggle, Service for client, commitment, fast innovative change, absence of client reaction is the incredible exchange of pressure for the financial labourers. This paper inspects the degree of stress the executives among the SBI bank workers of Bhagalpur District. Further, this review investigates the degree of impact individual variables on pressure the board. The pressure the executives is estimated by utilizing the distinctive element of aware and dependable conduct, overseeing and imparting work, overseeing individual in a group and overseeing tough spots. Stress can be characterized as a response to an upgrade that upsets our psychological equilibrium. It has its reality in everyone's life these days. Stress alludes to the strain from the contention between our outside climate, prompting enthusiastic and actual tension. Stress can't be avoidable, however one can figure out how to oversee it. Test bank workers were chosen by utilizing basic irregular inspecting strategy due to simple openness and reasonableness dissected by utilizing factual bundle of sociologies. The point of this examination is to get roots and results of occupation weight on the representative exhibition in financial area.

**Keywords:** Stress, SBI, commitment, bank employees, innovative change

### **1. Introduction**

The word, stress has been gotten from the Latin Word, Stringere which means to draw tight. The term is utilized to allude to difficulty, strain, misfortune or hardship. Different terms have been interchangeably utilized with pressure like nervousness, disappointment, struggle, pressure, etc. Each individual has his/her own comprehension of stress. Since all interest of flexibility do summon the pressure peculiarity.

Stress is essentially the body's non – explicit reaction to any request made on it. Stress isn't by definition inseparable from anxious strain or uneasiness. Stress gives the necessary resources to communicate gifts and seek after bliss. It can likewise cause depletion and disease, either physical or mental, respiratory failure or mishaps. The significant thing to recollect about pressure is that specific structures are typical and fundamental. The after effect of proceeding with pressure may in light of the fact that disturbance is at least one of the accompanying spaces of wellbeing, physical, enthusiastic, profound and social.

Working in associations furnishes people with life-supporting pay as well as applies its own tensions on them. This can eventually have unfortunate results both for accomplishing the objectives of the authoritative and addressing the necessities of the people working in them. Along these lines, the workplace is a wellspring of social and mental pressure, which effect sly affects the prosperity of the representatives. Stress overall and word related pressure specifically is general and habitually impairing human peculiarity. Stress emerging at work has inconvenient impact on the conduct of individuals, which eventually brings about close to home and hierarchical failure. Word related pressure can be depicted as a condition where occupation-related variables communicate with the labourer to change their mental or physiological condition, so the individual's brain as well as body is compelled to go amiss from its ordinary method of working.

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Indian financial industry, the foundation of the nation's economy, has consistently assumed a key part in counteraction the monetary disaster. The idea of occupation of banking representatives is extremely tedious as it includes long working hours, unseemly prize framework, and absence of occupation independence and job struggle. Stress Management is getting increasingly more thought now a day, especially in the monetary areas. There is no such thing like tranquil work. Everybody in their work is presented to strain and uneasiness as they traverses the obligations appointed to them. Banking industry is certifiably not an uncommon one.

### 1.1 stress-an historical perspective

The word pressure is certainly not another one. It is just about as old as humankind. The old philosophical, strict texts like Ramayana and Bhagwad Gita and Various native frameworks like Samkhya, Yoga and Ayurveda intentional on local types of pressure. Dukha implies torment; enduring, Klesha implies hardships and so on have demonstrated the hints of the beginning of pressure in India. In 1983 Rao has alluded to the Samkhya and Yoga frameworks to point that Klesha have its starting point in the root *khis* which means to 'torture', or "cause torment". Avidya implies obliviousness, Asmita implies vanity, Raga implies fascination, Divesa implies shock and Abhinivesa implies desire forever, are the five sorts of Kleshas which lead to Dukha. The life is comparable to Dukha which demonstrates that even delight and happiness regarding common 'goodness' can be a wellspring of stress. Stress is an issue related with the presence of the individual, acknowledged and subsequently reflected in the Indian idea. The idea of stress, tracks down its foundations in the field of life sciences, gotten from the Latin word 'Stringere', which implies – to draw tight. In the seventeenth century the term 'stress' idea was utilized to depict hardship. In the end it began to be seen as a physiological or clinical peculiarity. During mid 1900s Walter Bradford Cannon, concentrated on the impacts of weight on individual sand creatures as far as the famous 'acute stress' condition. In 2004, Cooper and Dewe, by giving the idea of 'Homeostasis', uncovered that the human body has a capacity to keep up with its own consistency. This is finished by the body normally which in its own insight starts changes despite a stressor and attempts to return at a consistent state.

### 1.2 Problem statement

Stress is a unique condition where an individual appearances with requirement and strains. Stress is the uneasiness of a person. Stress is a tension condition causing difficulty. It is an interior peculiarity of mental demeanour. Stress is for the most part accepted to have pernicious impact on wellbeing and execution. Yet, a base degree of stress is essential for viable working and maximized operation. It is the people response to stretch which has a significant effect. Stress is a psychological, passionate or actual response coming about because of a singular's reaction to ecological strain. It alludes to pressure individuals feel throughout everyday life. Various people react to distressing circumstance in various ways. It is essential to recognize tension and stress. Pressure is propelling, invigorating and empowering. Yet, when tension surpasses the capacity to adapt, stress is created. Stress is an outer power or tension on the human brain. One should attempt to change pressure into imperativeness,

energy into power and information into shrewdness. Stress can have genuine outcomes on both wellbeing and work execution.

## 2. Literature review

Literature review which covers way for a comprehension of the spaces of examination which is now embraced on the potential regions which are yet to be covered. In this manner an endeavour has made to a concise study of the work previously attempted on the field of pressure the board and worker execution in financial area.

Mrs. Caral Lopes, Ms. Dhara Kachalia, (2016) <sup>[6]</sup> they have led a concentrate in private and public banks. They have shown that the mechanical development has reformed the manner in which banking area works and the opposition is globalized now way days in light of the financial condition. The degree of stress looked by the workers in financial area is likewise developing quickly. The investigation discovered that there is a critical connection between kind of the banks, age, sexual orientation and training, position, job, relational relationship and Impact of word related pressure. So the financial area representative ought to take on new adapting systems for keeping up with great physical and state of mind to further develop usefulness.

B. Kishori and B. Vinothini (2016) <sup>[3]</sup> the creators have observed that efficiency of the work power is unequivocal component for the achievement of an association is concerned. During a time of exceptionally powerful and cutthroat world, a worker is presented to a wide range of stressors that can influence them on all domains of life. The exploration planned to concentrate on the effect of word related weight on Nationalized Bank representatives.

Priyanka Das1, Alok Kumar Srivastav (2015) they have recognized that banks should oversee individuals at work to further develop actual workplace, If the associations improve the mental prosperity and strength of the representatives, the authoritative income will increment and there will be worker maintenance also. they presumed that the degree of stress among the select public area banks are viewed as restricted and in case the fundamental activity taken by the administration that will assist with letting the calm from the representatives and furthermore help to affect more useful workers that will assist the saves money with accomplishing more prominent statures.

Ementa, Christiana Ngozi (2015) the review investigated the bank secretaries' apparent reasons for pressure, its impact on their exhibition and compelling methodologies for adapting to pressure. The review showed that bank secretaries think about the greater part of the work capacities as reasons for pressure in the work environment, and these stressors has extraordinary impact on their exhibition, and have thought about various variables as powerful methodologies for adapting to word related pressure. This review presumed that bank secretaries experience a great deal of work pressure as they complete their regulatory and administrative capacities in the bank. The concentrate additionally uncovered that sexual orientation; work insight and conjugal status don't fundamentally influence respondents' mean rating on reasons for pressure, impact of the stressors to execution and successful adapting techniques. Since stress is unavoidable in work life, clearly bank secretaries should go through a type of pressure to achieve office undertakings, endeavours towards viable administration of stress is vital.

Dr. P. Kannan & Suma. U (2015) [4] to oversee pressure the association needs to empower representative turn of events and set out on preparing mediations for workers. Preparing explicitly identified with approaches and strategy execution is a key need. Stress in financial area is for the most part because of overabundance of work strain and work life irregularity the association should uphold and empower taking up jobs that assist them with adjusting work and family.

Dr. Vishal Samartha & Dr. Mushtiary Begum, *et al.* (2014) the pressure is unavoidable in any occupation and banking is no exemption. This investigation discovered that variables, for example, execution pressure; deficient preparation at work environment, change to versatility; family requests and absence of effective labor caused more pressure among.

**3. Research objectives**

- To study the theoretical aspects of stress management
- To describe the socio-demographic characteristics of the respondent
- To identify measures to stress management level of the bank employees.

**4. Hypotheses of the study**

- There is a significant difference between type of family of the respondents and stress management
- There is a significant difference between nativity of the respondents and stress management
- There is a significant difference between designation of the respondents and stress management.

**5. Research Methodology**

The current review depends on both essential and auxiliary information. Essential information have been gathered by leading a distinctly among 100 example workers of SBI bank in Bhagalpur locale in the province of Bihar. Optional information have been gathered from books, diaries, papers, periodicals, reports and web. Controlling Stress the board scale was built and normalized by Dr.Vandana Kaushik and Dr. Namrata Arora Charpe. The initial segment of the survey was identified with individual subtleties of bank workers, second part relates with estimating of pressure the executives among the bank representatives with the assistance of Statistical Package of Social Sciences (SPSS). Stress the board scale was created on the lines of the Likert summated rating scale to perceive the normal procedures used to defeat pressure. The thing reactions are to be inspired on a Likert scale that reach from nothing (unequivocally dissent) to 5 (firmly concur).

**6. Research Design**

An example of 100 bank representatives was taken to meet the example sufficiency, for directing component examination number of test SBI bank workers for the review were chosen by utilizing straightforward arbitrary inspecting strategy due to simple openness and reasonableness.

**7. Analysis & interpretation of primary data**

The primary data collected through questionnaire has been analysed with the help SPSS software is presented below:-

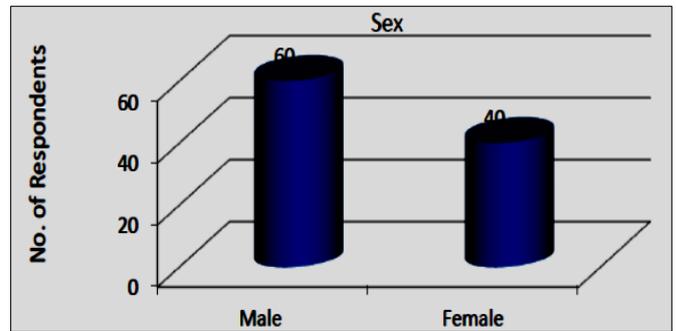


Fig 1: Respondents classification by gender

The total numbers of respondents are 100 in which there are 60 male & 40 female respondents. The percentage of male & female respondents is 60% & 40% respectively.

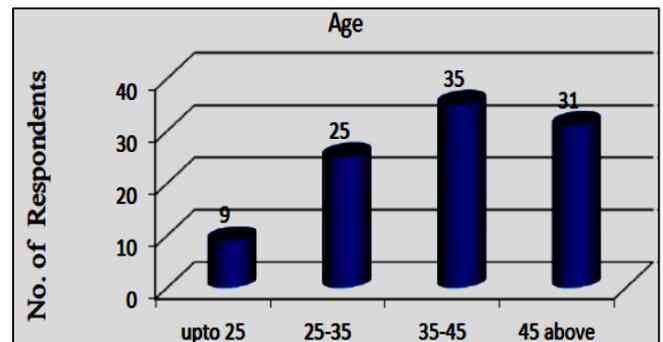


Fig 2: Respondents classification by age-group

The age of the respondents are classified in to four groups, in which 9 respondents (9%) are from the age group of up to 25, 25 respondents (25%) are from the age group of 25-35, 35 respondents (35%) are from the age group of 35-45, 31 respondents (31%) are from the age group of 45 above.

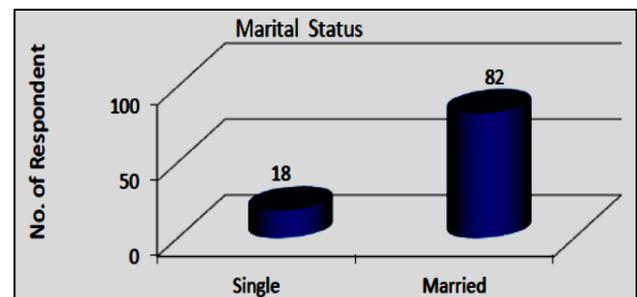


Fig 3: Respondents classification by Marital Status

The total numbers of respondents are 100 in which there are 18 single & 82 married respondents. The percentage of single & married respondents is 18% & 82% respectively.

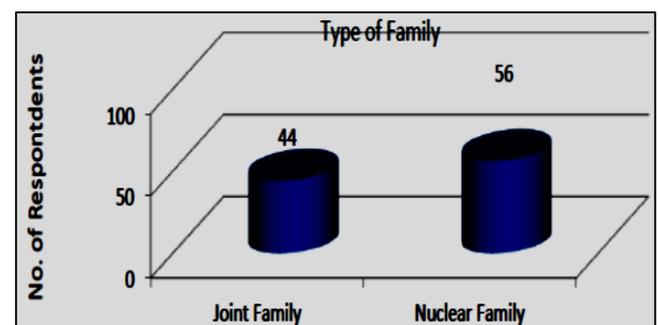
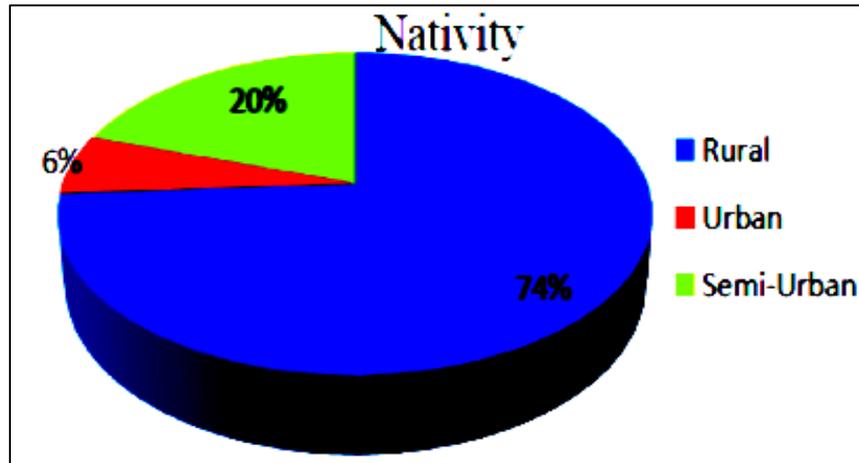


Fig 4: Classification of Respondents by family type

The total numbers of respondents are 100 in which there are 44 Joint Family & 56 Nuclear Family respondents. The

percentage of joint family & nuclear family respondents is 44% & 56% respectively.



**Fig 5:** Nativity of the Respondents

The above figure explain that the respondents their nativity rural, 20 (20%) from semi-urban and 6 (6%) urban. background like, majority of the respondent 74 (74%) from

**Table 1:** Altitude of Stress Management at the SBI Bank

Sl. No.	Level of Stress Management	Frequency	Percent	Valid Percent	Cumulative Percent
1.	Very good management	26	26.0	26.0	26.0
2.	Good management	29	29.0	29.0	55.0
3.	Moderate management	11	11.0	11.0	66.0
4.	Poor management	23	23.0	23.0	89.0
5.	Very poor management	9	9.0	9.0	98.0
6.	Extremely poor management	2	2.0	2.0	100.0

From Table 1, it is seen that not exactly 50% of the bank representatives 29(29%) had a decent administration level of pressure, 26 (26%) had an excellent administration level of pressure, 23 (23%) had a helpless administration level of pressure, 11 (11%) had a moderate administration level of pressure, 9 (9%) had an exceptionally helpless

administration level of pressure and staying 2 (2%) had an amazingly helpless administration level of pressure.

**H1:** There is a significant difference between type of family of the respondents and stress management.

**Table 2:** Types of Family of the Respondents & Stress Management

Si. No.	Stress management level	N	Mean	Std. Deviation	Statistical Inference
1.	Joint Family	44	113.909	19.454	-1.581
2.	Nuclear Family	56	119.911	18.029	P>0.05
					Not significant

From the above table it is clear that there is no huge contrast between kind of group of the respondents and Stress the executives. Consequently, invalid theory is acknowledged. Esteem  $p > 0.05$ , Which implies that there is no measurably critical contrast between the respondents who live in atomic kind of family and the people who live in joint family

concerning pressure the executives. It clarifies that the sort of the family has no effect on the pressure the board among the bank representatives.

**H2:** There is a significant difference between nativity of the respondents and stress management.

**Table 3:** Variance among the Respondents with different nativity of Stress Management

Sl No.	Stress management level	Sum of Squares	Mean	Mean Square	Statistical Inference
1.	Between Groups	991.538	G1= 117.76	495.769	F=1.412
2.	Within Groups	34046.176	G2=105.00	350.991	P>0.05
	Total	35037.710	G3=119.15		Not Significant

G1=Rural G2=Urban G3=Semi Urban

From the above table it inferred that there is no significant difference among the various areas of living of the respondents with regard to the level of stress management. Hence, null hypothesis is accepted. It explains that the

various areas of living of the respondents has no influence on the stress management among the bank employees.

**H3:** There is a significant difference between designation of the respondents and stress management.

**Table 4:** Variance among the Respondents with different designation of Stress Management

Sl. No.	Stress management level	Sum of Squares	Mean	Mean Square	Statistical Inference
1.	Between Groups	1181.641	G1=118.88	393.880	F=1.117
2.	Within Groups	33856.069	G2=115.43	352.667	P>0.05

G1=Clerk G2=Probationary Officer G3=Assistant Manager G4=Manager

From the above table it gathered that there is no huge distinction among the different assignments of the respondents as to the degree of stresses the executives. Henceforth, invalid theory is acknowledged. It clarifies that the different assignments of the respondents have no effect on the pressure the executives among the bank representatives.

## 8. Summary

This review was led at SBI bank workers in Bhagalpur locale. The Main point of the review is to discover different explanations behind the pressure the executive's level of bank representatives. This review examined that the bank representatives confronted pressure in their functioning region because of their work pressure and entomb private matters. The after effects of the review unmistakably the SBI bank representatives overall are viewed as the greater part great administration level of pressure and not exactly 50% of the bank workers the helpless administration level of pressure. The following finding of this review uncovered that there is no critical distinction among the different spaces of living of the bank workers as to the degree of stress the executives. Further, from the outcome obviously there is no huge connection between the age of the respondents and stress the executives. Further, from the outcome unmistakably there is no critical connection between Years of Work Experience of the respondents as to generally speaking degree of stress the executives. Further, from the outcome plainly there is no critical connection between month to month pay of the respondent and level of pressure the board. It clarifies that the month to month pay of the respondents has no impact on the pressure the board level among the bank workers. Stress can be overseen by yoga and contemplation, unwinding, actual exercise, knead treatment, hydro treatment, chuckling treatment, music treatment, conduct discretion, intellectual treatment, organizing, enhancing of assignment given and including in other intrigued leisure activities or sports, and so forth.

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