

A Study on Work Stress Management Among Employees of Dhanlaxmi Bank

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Abstract- *This study focuses on work stress management among employees of Dhanlaxmi Bank. In the modern banking environment, work stress has become a common issue due to heavy workload, long working hours, target pressure, customer expectations, and technological changes. These factors affect the physical and mental well-being of employees and influence their job performance and satisfaction. The main objective of the study is to identify the causes of work stress, examine its impact on employee health and work performance, and evaluate the stress management practices followed in the organization. The study adopts a quantitative research design. Primary data were collected from 100 employees using a structured questionnaire. The findings reveal that workload, target pressure, and customer expectations are the major sources of stress among employees. The study also found that effective stress management practices, supportive work environment, and organizational initiatives help in reducing employee stress and improving overall well-being and productivity.*

Keywords: Work Stress, Stress Management, Banking Sector, Employee Performance, Workload, Employee Well-being.

I. INTRODUCTION

Work stress has become a common issue in today's fast changing and competitive work environment. Employees in many organizations face pressure to achieve targets, meet deadlines, and handle increasing workloads. In the banking sector, stress levels are higher due to customer expectations, technological changes, long working hours, and strict performance targets. Dhanlaxmi Bank operates in a highly competitive environment where employees play an important role in maintaining customer satisfaction and organizational performance. However, employees often experience stress due to workload pressure, customer handling, and adapting to digital banking systems. Work stress may affect employees' physical and mental health, job satisfaction, and overall productivity. Therefore, effective stress management is essential for maintaining employee well-being and organizational efficiency. This study aims to identify the major causes of work stress among employees of Dhanlaxmi

Bank, examine its impact on health and work performance, and analyze the stress management practices followed in the organization.

II. STATEMENT OF THE PROBLEM

Employees in the banking sector are frequently exposed to work stress due to heavy workload, long working hours, strict performance targets, customer handling, and continuous technological changes. In recent years, the banking industry has become highly competitive, increasing the pressure on employees to achieve organizational goals while maintaining customer satisfaction. Excessive stress among employees may lead to physical and mental health problems, low morale, job dissatisfaction, absenteeism, and reduced work performance. Although organizations have introduced various stress management practices, many employees continue to experience stress in their workplace. In Dhanlaxmi Bank, employees are expected to manage multiple responsibilities efficiently, which may create additional pressure and affect their wellbeing. Therefore, there is a need to identify the major causes of work stress and evaluate the effectiveness of stress management practices followed in the bank. This study aims to analyze work stress among employees and suggest measures to improve employee well-being and organizational productivity.

III. OBJECTIVES OF THE STUDY

- To analyze the factors influencing work stress among employees of Dhanlaxmi Bank.
- To identify the impact of workload and working hours on employee stress.
- To examine employees' opinion regarding stress affecting health and work performance.
- To evaluate stress management practices followed in the bank.
- To provide suggestions for improving stress management among employees

NEED OF THE STUDY

In the modern banking sector, employees are expected to handle heavy workloads, customer expectations, time pressure, and technological changes. These factors often create stress among employees, which may affect their physical and mental well-being. High levels of work stress can reduce employee productivity, job satisfaction, and organizational commitment. Work stress management is important for maintaining a healthy work environment and improving employee performance. Banks need to provide proper support, guidance, and stress management practices to help employees manage work pressure effectively. However, many employees continue to experience stress due to long working hours, target pressure, and role conflict. The need for this study arises to understand the level of work stress among employees of Dhanlaxmi Bank and to identify the factors causing stress. The study also helps the organization improve stress management practices, employee satisfaction, and overall organizational effectiveness.

SCOPE OF THE STUDY

- The scope of the study defines the boundaries within which the research is conducted.
- The study focuses on work stress management practices followed at Dhanlaxmi Bank.
- It covers employees working in different departments of the bank.
- The study examines the causes and effects of work stress among employees.
- It includes employee opinions regarding stress management techniques and organizational support.
- The research is limited to the employees of the selected branch or area.
- The study helps in identifying measures to improve employee well-being and productivity.

LIMITATIONS OF THE STUDY

- Every research study has certain limitations which must be acknowledged.
- The study is restricted to a single organization.
- Sample size is limited, which may affect generalization.
- Data is collected only through questionnaires.
- Responses may be biased due to personal opinions.
- Time constraints limit detailed analysis.
- The study focuses only on employees of Dhanlaxmi Bank

IV. REVIEW OF LITERATURE

Gopalakrishnan, S. (2023) stated that effective stress management strategies such as counseling programs,

supportive work environment, employee wellness initiatives, and proper workload distribution help employees reduce work stress and improve job performance. The study emphasized that organizations should adopt stress management practices to maintain employee well-being and organizational productivity.

Abraham and Paul (2024) found that Employee Assistance Programs (EAPs) help reduce psychological stress and improve employee work satisfaction and well-being. The study highlighted that supportive organizational practices and counseling services positively influence employee morale and productivity

V. RESEARCH METHODOLOGY

The study adopted a descriptive research design to understand work stress management among employees of Dhanlaxmi Bank.

RESEARCH DESIGN

The study adopted a descriptive research design to analyse work stress management among employees.

SOURCES OF DATA

Primary Data :Primary data were collected directly from employees through structured questionnaires.

Secondary Data :Secondary data were collected from books, journals, websites, company reports, and previous research studies.

SAMPLING TECHNIQUE

Convenience sampling technique was used for selecting respondents.

SAMPLE SIZE

The study consists of 100 employees working in Dhanlaxmi Bank.

AREA OF STUDY

The study was conducted among employees working in selected branches of Dhanlaxmi Bank.

POPULATION

The population includes all employees of Dhanlaxmi Bank.

SAMPLING PLAN

Sampling is a procedure used to draw conclusions about a larger population by studying a small portion of the population. In this study, the researcher adopted a convenient sampling method for collecting data from the respondents.

SAMPLING UNITS

In this study, the researcher distributed questionnaires to the sample respondents working in Dhanlaxmi Bank.

TOOLS USED FOR ANALYSIS

The following statistical tools were used:

- Percentage Analysis
- Correlation Analysis
- Chi -Square Test

These tools helped to analyse employee opinions regarding work stress and stress management practices.

V. DATA ANALYSIS AND INTERPRETATION

The collected data were analysed to identify employee stress levels and opinions regarding stress management practices.

The majority of respondents were male employees. Most employees belonged to the age group between 26 and 35 years. Many employees reported that heavy workload and long working hours are the major causes of work stress.

Employees expressed satisfaction regarding support from supervisors and co-workers. However, stress was observed in areas such as target achievement, customer handling, workload, and balancing personal and professional life.

The correlation analysis indicated a positive relationship between workload and employee stress levels. Employees who experienced higher workload reported higher stress levels.

The chi-square analysis revealed a significant relationship between working hours and employee stress. Employees working for longer hours experienced higher levels of stress compared to others. The analysis clearly indicates that work stress affects employee health, performance, and job satisfaction. Effective stress management practices positively influence employee productivity and organizational efficiency.

VI. FINDINGS

- Majority of employees experience stress due to heavy workload.
- Long working hours increase employee stress levels.
- Employees receive good support from supervisors and co-workers.
- Work stress affects employee health and job performance.
- Target pressure creates stress among employees.
- Employees experience difficulty in balancing work and personal life.
- Stress management programs help reduce employee stress.
- Healthy working environments improve employee morale and satisfaction.
- Proper stress management practices improve productivity and organizational commitment.
- Employee counselling and recreation activities help reduce stress.

VII. SUGGESTIONS

- The bank should introduce stress management training programs regularly.
- Flexible working hours may help employees maintain work-life balance.
- Employee counselling programs should be conducted periodically.
- Recreational and relaxation activities should be organized for employees.
- Workload should be distributed equally among employees.
- Management should provide better support and communication to employees.
- Regular health check-up programs should be arranged for employees.
- Employees should be encouraged to participate in stress relief activities such as yoga and meditation.
- Adequate rest breaks should be provided during working hours.
- Employee feedback should be collected regularly to improve stress management practices.

VIII. CONCLUSION

Work stress management is an important factor influencing employee well-being and organizational performance in the banking sector. The study concludes that employees of Dhanlaxmi Bank experience moderate levels of

stress mainly due to workload, long working hours, and target pressure.

The study also reveals that effective stress management practices positively influence employee satisfaction, morale, productivity, and organizational commitment. Employees who receive proper support from management and stress management programs perform better in their jobs and maintain better work-life balance. Although the bank provides supportive working conditions, there is still scope for improvement in areas such as workload management, counselling services, recreation activities, and employee wellness programs. Therefore, organizations should consider stress management as an important strategy for improving employee health, organizational productivity, and longterm growth.

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