

A Study on Stress Management of Employees at IDBI Federal Life Insurance Coimbatore District

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Abstract: *A man's life today faces all sorts of challenges and obstacles that hamper his normal functioning and most of the time his pressure is too hard to handle. When we expected to meet the changing demands, we undergo stress. Stress is an all pervading modern phenomenon that takes a heavy toll of human life. Different situations and circumstances in our personal life and in our job produce stress. We divide them into factors related to the organisation or job factors related to the person which include experience and personality traits. Studies show that stress is a negative state of mind and since state of mind is changable, stress is controllable. By adopting various stress management techniques and knowing exactly where the stress is coming from can release stress to a greater extent and gives a sort of stress and stress controlling techniques are elaborated clearly.*

Keywords: Stress Management

I. INTRODUCTION

A study on “**stress management**” with special reference to **IDBI** Life Insurance.

The workplace is a challenging job assignment followed by moderate doses of competitive spirit, constructive conflict and zeal to get ahead of others and a ways in which individual cope, or deal with stress at work is called stress management.

Stress can destroy the mental stability of any individual. So be it a kid, corporate man or a housewife we all deal with stress and its management during our walk of life. It is basically a condition that makes us uncomfortable. Stress could be due to various reasons like financial crunch, job loss, emotional and any other personal reasons.

It has a negative impact on the productivity of an individual and within no time interest level dip. People stay occupied with some thoughts and getting out of it becomes difficult. At times people do not know that they could be in a position of life threatening stress. Stress could bring with itself a whole set of lifestyle diseases like blood pressure, diabetes and lack of sleep. In an attempt to get relief from such conditions people try to treat the individual alignments. However, they miss on the central root cause of reducing or treating the stress. Stress can be managed in a number of ways. Some of the ways to manage the stress includes playing a sport, exercise, yoga or indulging in music. However this is by known means and exhaustive list of activities. There is no right or wrong ways to reduce stress. The core purpose is performing a set of activities that can keep people busy and at the same time help in stress reduction.

1.1 STATEMENT OF PROBLEM

Any research requires a proper understanding of the problem. A well- defined problem is “half work done”. Statement of problem is the section where reason for taking up a particular topic for research is justified. Many creative efforts fail because the problem is unclear or it is focused in the wrong place. If people have different opinions of what the problem really is, they will constantly diverge and never be able to find closure on a suitable solution.

Stress management are tools, procedures and methods that allows us to take control of problems and make sure that they don't affect the daily routine.

Problems that leads to stress that are specific in nature have different stress management techniques that can be applied to keep in balance and harmony

Beyond a certain point, stress stops being helpful and starts causing major damage to health, mood, productivity, relationships, and quality of life.

1.2 OBJECTIVES OF THE STUDY

1. To assess current stress level of employees at IDBI federal life insurance.
2. To identify situations that causes stress.
3. To be more knowledgeable on techniques/ methods to lower stress.
4. To provide various suggestion to reduce the stress level.
5. To identify emotional, physical, and mental effects of stress.

1.3 RESEARCH METHODOLOGY

RESEARCH DESIGN

There are 3 types of research. They are

- Explorative
- Descriptive
- Experimental

Descriptive method of research is used in the present study

DATA SOURCES:

Primary data:

The primary data was collected from the respondents by administering a structured questionnaire and also through observations, interviews and discussions with management teams. The prime source used for data collection in this study is questionnaire in which individual's perception towards their job was analyzed and the corresponding stress level is calculated using the collected data.

Secondary data:

Apart from primary data, the secondary data is being collected through text books, records of IDBI life insurance, journals, from library, academic reports and interest used for this study.

1.4 SCOPE OF THE STUDY

The scope of the study is extended only to the employees working in IDBI life insurance, Coimbatore. It does not cover employees working in other branches of IDBI federal life insurance. To fulfill the objectives of this research, the study is undertaken to analyze the stress management at IDBI federal life insurance.

II. REVIEW OF LITERATURE

Shavita Dhankar (2015)¹, "Occupational stress in banking sector". The main objective of the study is to determine the impact of various constituents of occupational stress on the employees of banking sector. The present study is confined only to Kurukshetra, Panipat, Sonipat and Karnal. A sample of 200 employees was considered. Random convenient sampling was used. The objective of the study is to find out the stress level among banking employees and to understand the factor play crucial role for creating stress among the employees of private and public banks. It was found from the results because of long working hours, role conflict and political pressure there is high degree of occupational stress amongst the private and public sector bank employees.

Manjunatha M K., Dr. T. P. Renukamurthy (2017)² "Stress among banking employee- a literature review". The aim of this research is to understand roots and outcomes of job stress on the employee performance in banking sector. The study based on secondary data. In this way different on-line journals were reviewed and data collected form libraries. The conclusion was that there are various ways for managing stress, such as Breathing exercises, Progressive relaxation, Stretching exercise, Walking and Sleeping. Hence, it will be successful if it makes distress. It enhances the psychological well-being and health of the employees.

Brijmohan Vyas, Tejashree Vandakudri (2016)³ "A Study on Job Stress among Employees in Banking Sector". The objective of the paper is to study about different factors creating stress and to assess the extent of stress experienced by

the employees of bank. For achieving the objectives of study, survey was conducted. For the survey, personal interviews were conducted for various bank employees, Personal interviews was selected as the mode of survey to make the study more meaningful and so that maximum information could be collected. For conducting personal interviews for the bank employees, a structured questionnaire was prepared for a sample size of 100 respondents.

Shavita Dhankar (2015), "Occupational stress in banking sector", International Journal of Applied Research, ISSN: 2394-7500, volume 1, issue 8, pp132-135.

Manjunatha M K., Dr.T.P.Renukamurthy (2017), "Stress among banking employee- a literature review", international journal of research-granthaalayah, ISSN- 2350-0530(O), ISSN- 2394-3629(P), volume 5, issue 1, pp206-213.

The study involves descriptive methodology. The research findings also indicate that the major parameters of work-overload, team conflict, role ambiguity, frail interpersonal relationships, motivelessness, and powerlessness causes stress and thus shows the extent of stress among employees.

Murali Krishna Reddy M, VeeraSudarsana Reddy R (2016)⁴, "stress management practices in banking sector-a comparative study of selected banks in Nellore, s.p.s.r.nellore district-Andhra Pradesh". The aim of the study is to focus on Stress Management practices in banking sector in Nellore Corporation AP, and also to know what factors cause stress and the probable techniques used to manage stress and so forth of the employees working in the banks, for enhancing the productivity and well-being of the employees. The Primary objective is to study the stress management practices in banking sector in Nellore Town-AP and the secondary objective is to analyze the factors that causes stress in employees and hours, role conflict and political pressure there is high degree of occupational stress amongst the private and public sector bank employees.

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Arti Vajpai (2016)⁵, "A study on stress management among the employees of nationalised banks". The aim of this paper is to provide insight that will help the reader further improve his/her management competencies in managing

stress in the workplace. Both primary and secondary method is used to collect information. The sample size is 50. It was collected from the employees of various bank situated in Lucknow. Data was collected through self-structured questionnaire. Books, internet web sites, journals etc were used as a source of secondary data Percentage Analysis method was used to analyze and interpret results and achieves research objectives. It is found that maximum number of employees in banks remains in stress.

III. ANALYSIS AND INTERPRETATION

Challenged

Particulars	Frequency	Percent
Always	37	46.3
sometimes in a day	27	33.8
Never	16	20.0
Total	80	100.0

Interpretation:

From the graph and table it is interpreted that, out of 80 respondents, 37 respondents (46.3%) always do challenging work every day, 27 of the respondents (33.8%), sometimes in a day do challenging work, and 16 of the respondents (20%) never do challenging work. Therefore, it is depicted from the graph that majority of the employees in IDBI do challenging work in the insurance sector

Perception on angry over interruption at work

Particulars	Frequency	Percent
strongly disagree	3	3.8
Disagree	10	12.5
Neutral	30	37.5
Agree	25	31.3
strongly agree	12	15.0
Total	80	100.0

Interpretation:

This graph shows the character exhibited by the employee at the time of work i.e. the tendency of angry when got interrupted at work. From the table, 30 respondents (37.5%) are neutral, 25 of the respondents (31.3%) are agree with the term of anger during interruption at work, 12 respondents (15%) are strongly agree with the factor, 10 of them (12.5%) agree and 3 respondents (3.8%) are strongly disagree the character of angry when interrupted at work.

CHI SQUARE TEST

shows the relationship between Age and perception on enough time to perform work without disturbance

Crosstab							
Particulars			Perception on enough time to perform work without disturbance				Total
			Disagree	Neutral	Agree	strongly agree	
Age	21-30	Count	4	18	23	7	52
		% within age	7.7%	34.6%	44.2%	13.5%	100.0%
		% of Total	5.0%	22.5%	28.7%	8.8%	65.0%
	31-40	Count	1	3	12	3	19
		% within age	5.3%	15.8%	63.2%	15.8%	100.0%
		% of Total	1.3%	3.8%	15.0%	3.8%	23.8%
	41-50	Count	0	2	2	2	6

		% within age	0.0%	33.3%	33.3%	33.3%	100.0%
		% of Total	0.0%	2.5%	2.5%	2.5%	7.5%
51-60		Count	0	1	1	1	3
		% within age	0.0%	33.3%	33.3%	33.3%	100.0%
		% of Total	0.0%	1.3%	1.3%	1.3%	3.8%
		Count	5	24	38	13	80
Total		% within age	6.3%	30.0%	47.5%	16.3%	100.0%
		% of Total	6.3%	30.0%	47.5%	16.3%	100.0%

From the given table of age and enough time to perform duty without any disturbance, out of total 52 respondents of age limit 21-30, 23 of the respondents (44.2%) most agree that they have enough time to do duty without disturbance, 18 of the respondents (34.6%) are neutral, 7 of the respondents (13.5%) are strongly agree and 4 of the respondents (7.7%) are disagree.

Out of 19 respondents of age limit 31-40, 12 of the respondents (63.2%) agree that they have enough time to work without any disturbance, 3 of the respondents neutrally agree and strongly agree and 1 respondent (5.3%) strongly agree with the term.

From the age group of 41-50, out of 6 respondents, 2 of the respondents (33.3%) neutrally, 2 of the respondents (33.3%) agree and 2 (33.3%) of the respondents strongly agree that they have enough time to perform their work without disturbance.

From the age limit of 51- 60, out of 3 respondents for age in relation with enough time to perform the duty without any disturbance 1 respondent (33.3%) strongly agree, 1 respondent (33.3%) neutrally agree and 1 of the respondent (33.3%) disagree for doing work without any disturbance within time.

Hypothesis:

H₀. There is no significant relationship between age and perception on time availability to perform work.

H₁. There is significant relationship between age and perception on time availability to perform work.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	5.792 ^a	9	.761
Likelihood Ratio	6.185	9	.721
Linear-by-Linear Association	2.217	1	.136
N of Valid Cases	80		

Interpretation:

From the given table, the P value is 0.761. The P value 0.761 is greater than the significance value 0.05. Hence H₀ is accepted. Therefore there is no significant relationship between the age and perception on time availability to perform work.

IV. FINDINGS

- There is no significant relationship between age and perception on time availability to perform work. Hence, Null hypothesis is accepted
- There is no significant relationship between age and angry over interruption at work. Hence, Null hypothesis is accepted.
- There is no significant relationship between age and tensed over unexpected heavy work. Hence, Null hypothesis is accepted.
- There is no significant relationship between age and stressed because of monotonous job. Hence, Null hypothesis is accepted.
- There is no significant relationship between age and lose temper while being stressed at work. Hence, Null hypothesis is accepted.

V. SUGGESTIONS

- First and foremost I would like to suggest that, the employees who are working in IDBI must have separate cabin so that they can work efficiently.
- There must be proper training process in IDBI, so that the employees can easily access with each and every job when the job rotation takes place.
- The key person in IDBI has to see the efficiency of the employee and must assign the work.
- As insurance job is monotonous, it must be interesting when some entertainments, trips, celebrating functions at the work place held periodically, so that the employees will be refreshed to work.
- IDBI should try to adopt certain measures to enhance team spirit and co- ordination among the employee.

VI. CONCLUSION

Based on the analysis of data collected from the employees of IDBI, the study concluded that being a stress based work, the company need to follow, maintain and change keratin factors. The first and foremost factor is that the company need to follow certain effective stress management techniques. There is no entertainment offered for the employees at the work place. In order to enhance the performance of the employees, the management should entertain and reduce the stress level of employees by conducting various activities, fun events etc., at least twice in a week. The company must conduct health related camps and make the employees to indulge in meditation and yoga. In order to enhance the team spirit and co-ordination empowerment should be given to the employees. To reduce the work stress of the employees the completion days should be enlarged and supportive staffs should be appointed, so that the employees complete their work within the allocated time. If the company will follow these factors the stress level of the employees at IDBI get reduced and make the employees more interested towards work.

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