

INTRODUCTION

Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. In our fast paced world, it is impossible to live without stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two forces.

Stress can be defined as the physiological and psychological reaction which occurs as consequence of perception of an imbalance between the level of demand placed upon individuals and their capabilities to meet those demands. Stress relates to the cause and consequence of less than optimum performance which is attributable to motivation. Such level of motivation by its nature or its intensity is inappropriate to the work being performed and affects the personality and abilities of the individual concerned.

Stress is basically the impact of one object on another .industrialization increase in the scale of operations in the society is causing increasing stresses .Stress is a person's adaptive response to a stimulus that places excessive psychological or physical demand on the person. It can be caused by many factors and can affect performance and attitudes or cause withdrawal. It is anything that changes our physical, emotional or mental state. The two important categories of stressors are organizational stressors and life stressors.

Increased competition, growing customer demands, prompts customer services, time pressure, target and role conflicts are main factors of stress to bank employees. The 1990s saw radical policy changes with regarding to the fiscal deficit and structural changes in India, so as to prepare to cope with new economic order. The advent of technological changes especially extensive use of computers in the sector has changed the work patterns of bank employees and has made inevitable to downsize the workforce sector. Poor working relationship among co-workers cannot provide valuable social support and this can cause job stress.

Therefore, Stress management is the need of the hour. However hard we try to go beyond a stress situation, life seems to find new ways of stressing us out and plaguing us with anxiety attacks. Moreover, be it our anxiety, mind-body exhaustion or our

erring attitudes, we tend to overlook causes of stress and the conditions triggered by those. In such unsettling moments we often forget that stressors, if not escapable, are fairly manageable and treatable.

Stress management refers to a wide spectrum of techniques and psychotherapies aimed at controlling a person's levels of stress, especially chronic stress, usually for the purpose of improving everyday functioning. Stress produces numerous symptoms which vary according to persons, situations, and severity. These can include physical health decline as well as depression.

This project on effectiveness of stress management system gives a detailed idea of what is stress. The research aims to understand the concept of stress management; analyse the company's working environment; check the degree of stress undergone by the employees; study the stress management techniques adopted by the company and suggest measures for improving the stress management and overall employee satisfaction.

TABLE OF CONTENTS

SL.NO.	TITLES	PAGE NO.
1	INTRODUCTION 1.1 INTRODUCTION 1.2 STATEMENT OF PROBLEM 1.3 OBJECTIVES OF THE STUDY 1.4 SCOPE OF STUDY 1.5 RESEARCH METHODOLOGY 1.6 PERIOD OF STUDY 1.7 LIMITATIONS OF STUDY	1-4
2	REVIEW OF LITERATURE	5-14
3	THEORETICAL FRAME WORK	15-43
4	DATA ANALYSIS AND INTERPRETATION	44-73
5	FINDINGS, SUGGESTIONS AND CONCLUSION	74-77
	BIBLIOGRAPHY	78
	ANNEXURE	79-84

LIST OF TABLES

TABLE NO	TABLE NAME	PAGE NO
4.1	CLASSIFICATION ON THE BASIS OF AGE	44
4.2	EDUCATIONAL STATUS	45
4.3	DESIGNATION	46
4.4	EXPERIENCE	47
4.5	MONTHLY SALARY	48
4.6	ESTIMATION OF AVERAGE NUMBER OF HOURS WORKING PER DAY	49
4.7	OPINION ABOUT PROFESSIONAL STRESS	50
4.8	WAITING LATE HOURS OR IN OVERTIME TO ASSIST THE BANK TO FUNCTION EFFECTIVELY	51
4.9	PROFESSIONAL SACRIFICE LEVEL OF WORKER	52
4.10	WORKING UNDER CONSIDERABLE TENSION	53
4.11	WAYS IN WHICH PERFORMANCE AFFECT INDIVIDUAL LIFE	54
4.12	PROBLEM FACED WHICH SHOULDERING HIGHER RESPONSIBILITY	55
4.13	FREQUENCY OF FACING STRESSFUL SITUATIONS IN PROFESSION	56
4.14	MOST OF THE STRESS ARE RELATED TO	57
4.15	WAYS OF HANDLING STRESSFUL SITUATIONS	58
4.16	FREQUENCY OF BEING ABSENT DUE TO PROFESSIONAL STRESS	59

4.17	WHEN UNDER STRESS, WHO SUPPORT YOU THE MOST	60
4.18	METHODS USING FOR OVERCOME WORK STRESS	61
4.19	OPINION ABOUT THE TECHNOLOGICAL ADVANCEMENT IS HELPFUL TO REDUCE THE STRESS	62
4.20	HOW OFTEN PROFESSIONAL STRESS AFFECT THE FAMILY LIFE	63
4.21	EFFECTIVENESS OF MANAGEMENT IN HANDLING THE STRESSFUL SITUATION	64
4.22	FREQUENCY OF UNDERTAKING STRESS RELIEF PROGRAM	65
4.23	METHODS OF RELAXATION WHILE STRESS	66
4.24	METHOD OF REDUCING PHYSICAL STRESS	67
4.25	SPECIAL DIET WHILE COPING WITH STRESS	68
4.26	STRESS RELIEF PROGRAMS CONDUCTED BY THE ORGANIZATION	69
4.27	OPINION ABOUT THE EFFECTIVENESS OF STRESS RELIEF PROGRAM	70
4.28	CHANGE IN WORK LOAD DURING LAST 2 YEARS	71
4.29	OPINION ABOUT THE JOB GETS MORE DIFFICULT FOR EVERY DAY	72
4.30	FEELS THAT THE JOB RESTRICT SOCIAL FREEDOM	73

LIST OF CHARTS

CHART NO	CHART NAME	PAGE NO
4.1	CLASSIFICATION ON THE BASIS OF AGE	44
4.2	EDUCATIONAL STATUS	45
4.3	DESIGNATION	46
4.4	EXPERIENCE	47
4.5	MONTHLY SALARY	48
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4.7	OPINION ABOUT PROFESSIONAL STRESS	50
4.8	WAITING LATE HOURS OR IN OVERTIME TO ASSIST THE BANK TO FUNCTION EFFECTIVELY	51
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4.10	WORKING UNDER CONSIDERABLE TENSION	53
4.11	WAYS IN WHICH PERFORMANCE AFFECT INDIVIDUAL LIFE	54
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4.20	HOW OFTEN PROFESSIONAL STRESS AFFECT THE FAMILY LIFE	63
4.21	EFFECTIVENESS OF MANAGEMENT IN HANDLING THE STRESSFUL SITUATION	64
4.22	FREQUENCY OF UNDERTAKING STRESS RELIEF PROGRAM	65
4.23	METHODS OF RELAXATION WHILE STRESS	66
4.24	METHOD OF REDUCING PHYSICAL STRESS	67
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4.28	CHANGE IN WORK LOAD DURING LAST 2 YEARS	71
4.29	OPINION ABOUT THE JOB GETS MORE DIFFICULT FOR EVERY DAY	72
4.30	FEELS THAT THE JOB RESTRICT SOCIAL FREEDOM	73