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Influence Of Stress And Coping Strategies Of Women Employees Working In Selected Banks In Chennai City

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The stress that female employees in the banking industry face is thoroughly examined in this study report. The purpose of the study is to determine the causes, consequences, and coping strategies used by women to deal with stress in this hard work environment. Understanding the particular difficulties faced by women in the banking sector helps researchers create focused treatments and policies that improve worker satisfaction and organizational performance. Most individuals face stress at work; it's a typical occurrence. Certain occupations are more likely to cause stress. These workers experience stress, which has negative effects on them. We all experience stress in our daily lives. Stress can arise from other non-work related circumstances, such as at home or with friends. Stress has a strong sense of individualism. Some people flourish in the face of several stresses in their environment because they have a high tolerance for stress. In fact, some people won't function properly until they go through a certain amount of stress that motivates and energizes them to give it their all. Conversely, some people have an extremely low stress threshold and get immobilized when they come into contact with ordinary, daily things that they find objectionable. The study then concentrated on looking at coping mechanisms employed by women at these banks to deal with the difficulties they face, particularly in relation to juggling work and home obligations. Both male and female employees experience stress due to various factors, such as working outside of regular working hours, having high levels of responsibility, putting in a lot of physical and mental effort, repetitive nature of assignments, limited time, role ambiguity, incomplete time for assignments, different policies and guidelines, unfair compensation, and not being able to meet personal and family needs.

Keywords: Stress, Women Employees, Coping, Public Sector Banks, Meditation.

1. Introduction

Taking control of your thoughts, feelings, schedule, surroundings, and problem-solving style is the key to effectively managing stress. A balanced existence with time for work, relationships, leisure, and enjoyment—as well as the capacity to persevere under pressure and take on obstacles head-on—is the ultimate objective.

Managing stress is employing a variety of methods and coping strategies to strengthen your resilience and enhance how you respond to difficult situations in your life. It's not, however, a one-size-fits-all solution. It's crucial to try different things until you figure out what works best for you. The following stress management methods and practices can be helpful whether your goal is to handle stress on-the-spot, prevent needless stresses in your life, or lower your overall stress levels.

The ideas and actions used to deal with stressful events, both internal and external, are referred to as coping mechanisms. 'Defense mechanisms' refers to adaptive subconscious or unconscious reactions that both work to decrease or endure stress; this word is specifically used to describe the mobilization of conscious and voluntary acts.

When people encounter a stressor, they respond to it in different ways that are referred to as "coping styles." Coping styles are a collection of generally constant characteristics that influence an individual's behavior when faced with stress. These hold true across time and in many contexts. Coping may be broadly classified into two categories: proactive coping, which aims to prevent future stresses, and reactive coping, which responds to the stressor after it occurs. Reactive people do better in a more varied setting, but proactive people thrive in stable surroundings because they are less reactive to stimuli, more rigid, and routinized.

2. Literature review

Sneha Gupta et al.,(2024) examined the stress levels and coping strategies used by female bank workers in Kanpur City, with an emphasis on the main stressors, coping strategies, and variations in efficacy. It seeks to advance knowledge of the pressures experienced by female bank employees, provide guidance for well-being enhancement tactics, and support initiatives pertaining to workplace health and gender parity.A theoretical framework is used in the study on coping strategies and stress levels among female bank employees in Kanpur City. The work demands-resources model, the transactional model of stress and coping, the intersectionality theory, the gender role theory, organizational variables, organizational culture and climate, and organizational support theory are important elements. To capture the complexity of stress experiences and coping strategies, a mixed-methods approach is employed. To reduce stress and improve wellbeing, the framework also places a strong emphasis on establishing healthy work environments.

Biswal et al.,(2020) discovered that female employees are required to carry out the concurrent development of separate personalities for each person with their unique limits. Women have several challenges in trying to maintain balance in their home and work lives. Finding many categories of data accumulation over an extended period of time is crucial to get a deep picture of how work-family roles are changing. The goal of the current study was to empirically analyze the aspects of occupational stress that have a direct impact on women employees and the workplace. The article's last statement suggests that bank workers in the private sector have higher levels of occupational stress than those in the public sector.

Atoyebi et al (2020)

examined the difficulties that women in the banking sector face in relation to their family responsibilities, looked into the difficulties that women face at work, and examined the coping mechanisms that these women use to deal with stress and get through obstacles in both their personal and professional lives. Based on the theories of role, spillover, and work-family conflict, this study used a combination of in-depth interviews and self-administered questionnaires to collect primary data. Secondary data were gathered from a variety of sources, including textbooks, academic papers, and online documentation. For the purpose of the study, 120 respondents were chosen using the purposeful sampling approach. Nevertheless, 96 respondents correctly filled out the questionnaires, and both descriptive and inferential statistics were used to examine the results. Content analysis was used to examine the findings from the in-depth interviews.

Statement of the problem

Every profession involves stress. The government's initiatives toward globalization and privatization have intensified occupational stress in a variety of industries. There is now more rivalry in the banking industry due to the introduction of foreign and new generation institutions. The banking industry's workplace has completely transformed. Bank personnel, particularly women employees, are under more stress due to the requirement to meet greater objectives, longer workdays, tighter supervision, etc. Currently, an analysis of the stress levels of female bank employees is being conducted.

3. Methods

The descriptive survey research design was chosen for this study because it helps to provide the researcher with a wealth of information about the characteristics, feelings, attitudes, and categories about the population of interest. It involves using a variety of qualitative and quantitative research methods to collect data. The study then concentrated on looking at the coping mechanisms employed by women at these banks to deal with the difficulties they face, particularly in relation to juggling their work and personal lives. It was easy to cover the whole population in this study, given its relatively modest sample size, therefore selecting a sample was not required. The study using purposive sampling approach to pick participants from Chennai's five commercial banks. With this sampling strategy, participants may be deliberately chosen according to certain standards pertinent to the study's goals.

Objectives of the study

- To know the personal and work profile of bank employees in Chennai city
- To explore the factors influencing the level of stress and coping strategies
- To test the impact of level of stress towards coping strategies

Hypotheses of the study

There is no impact between the level of stress and coping strategies**.**

4. Analysis and results

Table 1

Reliability Statistics

Cronbach's Alpha	N of Items
.704	18

The whole data's dependability value is 0.704, over the advised threshold of 0.50 (Nunnally, 1978; Hair et al., 2006).

Table 2

Item Statistics

	Mean	Std. Deviation	N	Cronbach's Alpha if Item Deleted
Tried to solve the problem.	3.44	1.163	417	.689
Tried to carefully plan a course of action rather than acting on impulse.	3.50	1.181	417	.683
Brainstormed all possible solutions before deciding what to do.	3.92	.943	417	.682
Set some goals for yourself to deal with the situation.	3.74	.989	417	.680
Confided your fears and worries to a friend or relative.	3.80	1.016	417	.698
Sought reassurance from those who know you best.	3.61	1.125	417	.692
Talked to people about the situation because talking about it helped you to feel better.	3.71	1.134	417	.682
Accepted sympathy and understanding from friends who had the same problem.	3.65	1.164	417	.700
Healthy worklife	3.77	1.043	417	.701

Personal life interference	3.81	1.054	417	.701
Lack of flexibility	3.80	1.043	417	.698
Frequency of multitasking	3.48	1.074	417	.698
Adjusting to changing work	3.37	1.161	417	.694
Lack of focus	3.30	1.185	417	.695
Obsoleteness from technology	3.80	.932	417	.688
Coping with technology	3.74	1.037	417	.681
Invasion of technology	3.76	.996	417	.694
Exposure to technology	3.81	1.002	417	.692

From the above table, we can understand that, all the mean values are above 3 according to the guideline, and all the standard deviation values are above 7.

Table 3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.775
Bartlett's Test of Sphericity	Approx. Chi-Square	4505.887
	df	153
	Sig.	.000

Based on the above Table, it is evident that the KMO and Bartlett test of Sphericity check the sample adequacy is valid as KMO value is 0.814 which is above 0.50 it quantifies the inter-correlation between the variables.

Table 4

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.428	19.043	19.043	3.428	19.043	19.043	3.196	17.757	17.757
2	3.036	16.867	35.909	3.036	16.867	35.909	3.092	17.179	34.937
3	2.657	14.764	50.673	2.657	14.764	50.673	2.711	15.064	50.000

4	2.485	13.805	64.478	2.485	13.805	64.478	2.572	14.287	64.287
5	2.149	11.937	76.415	2.149	11.937	76.415	2.183	12.128	76.415
6	.610	3.389	79.803						
7	.540	3.002	82.805						
8	.439	2.441	85.246						
9	.435	2.414	87.660						
10	.371	2.061	89.721						
11	.348	1.933	91.654						
12	.333	1.849	93.503						
13	.288	1.601	95.104						
14	.229	1.273	96.377						
15	.195	1.084	97.461						
16	.180	.998	98.459						
17	.176	.976	99.435						
18	.102	.565	100.000						

Extraction Method: Principal Component Analysis.

From the Table, it is evident that, the 5 constructs, comprising of 18 items that are extracted cumulatively explains 76.415 percent of the total variance.

Table 5
Rotated Component Matrix[a]

	Component				
	1	2	3	4	5
Brainstormed all possible solutions before deciding what to do.	.919				
Tried to solve the problem.	.889				
Tried to carefully plan a course of action rather than acting on impulse.	.886				
Set some goals for yourself to deal with the situation.	.865				
Coping with technology		.891			
Obsoleteness from technology		.885			
Exposure to technology		.871			
Invasion of technology		.850			
Adjusting to changing work			.962		
Lack of focus			.944		
Frequency of multitasking			.932		
Sought reassurance from those who know you best.				.853	

Talked to people about the situation because talking about it helped you to feel better.				.822	
Accepted sympathy and understanding from friends who had the same problem.				.765	
Confided your fears and worries to a friend or relative.				.755	
Personal life interference					.882
Healthy work life					.878
Lack of flexibility					.785

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 5 iterations.

Factor 1:
Every item that loaded higher than the permissible threshold of 0.05, or 0.70, as well as those with low factor loading, were removed from the analysis. Consequently, every one of these items constitutes a distinct construct named as **Problem Solving**

Factor 2:
Every item that loaded higher than the permissible threshold of 0.05, or 0.70, as well as those with low factor loading, were removed from the analysis. Consequently, every one of these items constitutes a distinct construct named as **Technological Disruptions**

Factor 3:
Every item that loaded higher than the permissible threshold of 0.05, or 0.70, as well as those with low factor loading, were removed from the analysis. Consequently, every one of these items constitutes a distinct construct named as **Multi-Tasking**

Factor 4:
Every item that loaded higher than the permissible threshold of 0.05, or 0.70, as well as those with low factor loading, were removed from the analysis. Consequently, every one of these items constitutes a distinct construct named as **Seeking Support**

Factor :5
Every item that loaded higher than the permissible threshold of 0.05, or 0.70, as well as those with low factor loading, were removed from the analysis. Consequently, every one of these items constitutes a distinct construct named as **Work Life Balance**

Table 6
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.387	.319		10.631	.000
	Work life balance	.046	.052	.043	.872	.384
	Multi-Tasking	-.053	.043	-.060	-1.230	.020
	Technological Disruptions	.072	.054	.065	1.333	.013

a. Dependent Variable: Problem Solving

The above table shows the regression analysis for "Problem Solving" with "Work life balance", "Multi-Tasking" and "Technological Disruptions". The P-value for both factors (Work life balance – 0.384, multi-tasking – 0.020 and Technological Disruptions – 0.013) suggest that neither factor Work life balance is a significant impact on the Problem Solving and multi-tasking, Technological Disruptions has non-significant impact on Problem Solving in the model.

Table 7
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.570	.298		11.966	.000
	Work Life Balance	.033	.049	.033	.668	.005
	Multi-Tasking	-.010	.040	-.012	-.240	.011
	Technological Disruptions	.008	.050	.008	.164	.870

A. Dependent Variable: Seeking Support

The above table shows the regression analysis for "Seeking Support" with "Work life balance", "Multi-Tasking" and "Technological Disruptions". The P-value for both factors (Work life balance – 0.005, multi-tasking – 0.011 and Technological Disruptions – 0.870) suggest that factor Work Life Balance and multi-tasking, has non-significant impact on the Seeking Support and Technological Disruptions has significant impact on Seeking Support in the model.

5. Conclusion

Static study leads to the conclusion that employees in the banking industry have a genuine difficulty in the form of job stress. Both male and female employees experience stress due to various factors such as working outside of regular working hours, having high levels of

responsibility, putting in a lot of physical and mental effort, repetitive nature of assignments, limited time, role ambiguity, incomplete time for assignments, different policies and guidelines, unfair compensation, and not being able to meet personal and family needs. The bankers are drawn via elements that lead to work-related stress. According to the aforementioned data, the majority of workers use yoga, meditation, appropriate work scheduling, coordination, and task delegation to other staff members in order to lower their stress levels.

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