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STRESS MANAGEMENT TECHNIQUES FOR BANK WORKERS IN ADO-EKITI LOCAL GOVERNMENT AREA OF EKITI STATE

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Abstract

Stress has debilitating effect on the productivity of any company or establishment. When stress has overcome or take over the human resources of any establishment, the end thereof of the establishment production will be low; thence work stress needs to be managed both at individual level and in a general level for better productivity. This study seek to examine stress management techniques for bank workers in Ado-Ekiti local government area of Ekiti State, Nigeria. The research design that was used for this study was survey design of the descriptive type of research. The sample size of four hundred (400) bank workers was sampled for the study using simple random sampling technique. The respondents were drawn from commercial banks in the study area. The instrument for data collection was a self-constructed questionnaire. The split half method of reliability was used to ascertain the reliability of the instrument using Pearson's Product Moment Correlation and Spearman Brown's formula. A coefficient of 0.93 was obtained. Formulated hypotheses were tested using inferential statistics of Pearson Chi-Square, the hypotheses were tested at 0.05 level of significance. The researcher concluded that there is significant occurrence of stress during work among bank workers, break between work period and Physical therapies will be a stress managing technique among bank workers. The researcher recommended that each bank worker should balance family, work, social and spiritual life in order to keep up an effective and quality stress management. The management of banks should set up organizational stress prevention programme to provide an environment will less stress for optimal productivity from their workers. The bank management should design and implement interventions based on the information gathered from their interaction with the workers. These interventions should be prioritized.

Keywords

Bank workers, Management, Productivity, Stress.

INTRODUCTION

Stress is a normal human reaction that happens to everyone. Stress is a feeling of emotional or physical tension. It can come from any event or thought that makes you feel frustrated, angry, or nervous. According to Amir et al., (2015) stress is viewed as a widespread phenomenon all around during all human lifespan. All people have experienced it throughout their human history. The reason for the widen presence and inclusiveness of stress in human communities is the complexity of human social, personal, and ecological environment, multiple and simultaneously interactions of human with surrounding issues, and diversity in

stress expression (Edward et al., 2008).

Stress management according to Gale Encyclopedia cited in Amba (2021) is the set of techniques and programme intended to help people deal more effectively with stress in their lives by analysing the specific stressors and taking positive actions to minimize their effects. Ngara (2010) observes that modern living has not only provided innumerable comforts to human life but has also taxed human body and the mind with a plethora of demands termed as stress. Joseph (2010) posits, stress as part of modern life has become part of our daily life activities whether it is related to family, education, social activity, economic activity, organization or work. Given the fact that the man is trying to adjust to modern demands, stress has also become part of his daily activity. Farber (2012) opined that we cannot eliminate stress but can try to manage or cope with it at an optimal level.

According to the National Institute for Occupational Safety and Health (NIOSH) (2016) ranking for occupational stress level, banking was listed among the most stressful occupations. It was documented that in these stressful occupations, the employees had insufficient control over the work, with employees feeling that they were trapped in jobs where they were regarded as quasi-machines rather than as people. Stress can manifest in employee's behaviour in various forms such as depression, anxiety, burnout, headache, frustration, fatigue, aggression and loss of concentration. It can also lead to the use of substances such as alcohol and illicit drugs and possibly abuse of these substances (Aguwa et al., 2014).

Patro and Kumar (2019) in their study stated that workplace stress is a mounting problem in the organisations as it not only affects the employees work life but also impact on employees' family life as well. The researcher viewed work stress refers as pressure or tension people feel in their life. It is considered as an important fact influencing the organisational wellbeing and health of its employees. It affects the behaviour of employees in organisations. A high level of occupational stress does not only have detrimental effects on the health of the employees but also affects the employee's creativity, morale and productivity (Aguwa et al., 2014).

Makoni and Mutanana (2016) opined that stress may eventually cause mental and physical disorders and impair the immune system, resulting in sickness and absence from work and work disability. Since human resource is an important aspect of any organization, efforts must be made to guard against any threats to this resource. Thus, it is important to identify the causes of occupational stress and make an effort to reduce those stressors in order to get an effective and efficient use from human resource (Sharma & Devi, 2011) and to make them retain with the organization.

Ashok (2017) in his study on stress management explores two different causes of stress at work place:

- Internal causes- These causes involve an individual's mind-set, way of thinking etc. These causes are originated from within the individual and lead to stress. These internal causes are based on perception of an individual. Even if no threat exists in the surrounding a person may feel a person or a situation threatening and may get stressed.
- External causes- These causes include many external factors within an organization which affect an individual's performance in organization which are:
 - a. Job insecurity- When an employee works in an organization, fear of losing his/her job leads to chronic stress which causes reduced work quality.

- b. Working hours- Very odd working hours may lead to many physiological problems in employees which may lead to stress during work.
- c. Over load & under load- Overload of work means performing a large amount of work in a very short time. Such heightened expectations from any individual may lead to stress. Elsewhere, under load is very short amount of work to do and time available is too much. Here employee questions his/her capacity and feels stressed.
- d. Sometimes situations requesting behavioural changes may put an employee under stress due to need of behaving in a way which is not natural for the employee.

An organisation is expected to adopt their own way or method of stress management that will help employees feel calm and overcome the difficulties experienced during the work. The stress management programs are mostly practised in the private sector as this sector is highly prone to stressful activities. Every job has its own stress but working in the bank has become very stressful in terms of long hours or work, no time for breaks, tedious job schedule and the working environment which is associated with fear of armed robbery attack. These situations however could affect the health of the worker leading to sleeplessness, loss of appetite, lack of concentration, cardiovascular disorder, depression and general body dysfunction. When the health of the workers becomes poor, the organization profitability will be affected as there will be absenteeism, low job performance and job dissatisfaction.

Stress has debilitating effect on the productivity of any company or establishment. When stress has overcome or take over the human resources of any establishment, the end thereof of the establishment production will be low; thence work stress needs to be managed both at individual level and in a general level for better productivity. Thus, this study focused on stress management technique for bank workers in Ado-Ekiti local government area of Ekiti State, Nigeria.

Purpose of the study

This study is set to evaluate stress management techniques for bank workers in Ado-Ekiti Local Government Area of Ekiti State. Specifically, the study will:

- a. examine if bank workers in Ado-Ekiti Local Government Area of Ekiti State is working under stress.
- b. find out if regular break between work period will be stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State.
- c. determine if physical therapies will be stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State.

Research questions

The following research questions were set for this study:

1. Will bank workers in Ado-Ekiti Local Government Area of Ekiti State work under stress?
2. Will regular break between work period be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State?
3. Will physical therapies be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State?

Hypotheses

The following null hypotheses were tested for this study:

1. Bank workers in Ado-Ekiti Local Government Area of Ekiti State will not significantly work under

stress.

2. Regular break between work period will not significantly be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State.
3. Physical therapies will not significantly be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State.

METHOD

Survey design of the descriptive type of research was adopted for this study by Alade, Bamidele and Owoeye (2021) used for this study. This is considered as appropriate because the researcher did not manipulate any of the independent variables that is measured. The area of the study is Ado-Ekiti Local Government Area of Ekiti state, Nigeria.

The population of this study covered all bank worker comprising of both and female staff working in Ado-Ekiti Local Government Area of Ekiti state, Nigeria. The sample size for this study was four hundred (400) bank workers. Purposive sampling technique was used to select all the fifteen banks (15) within the study area, while simple random sampling technique was used to select respondents from each of the financial institution selected for the study. The instrument for data collection was a self-structured close ended questionnaire.

In order to validate the instrument, drafts of the questionnaire was prepared by the researcher and were given to experts to vet in order to establish face, content and construct validity. Based on the suggestions that were made by these experts, the items were restructured where necessary and the corrected draft of the questionnaire was used for this study.

The reliability of the instrument was established using split half method of reliability. The researcher administered the instrument to twenty (20) respondents from one of the microfinance bank which did not form part of the final study. Pearson Product Moment Correlation Coefficient (PPMC) was used to determine the value of (r) at 0.05 level of significance. Reliability coefficient of 0.93 was obtained. The questionnaire was administered to the respondents with the help of two (2) trained research assistants and completed questionnaire were retrieved from the respondents on the spot. The completed questionnaire was collected, coded and analysed. Inferential statistics of Pearson Chi-Square was used to test the hypotheses set for this study at 0.05 level of significance.

RESULTS

The following findings are generated for this study:

Hypothesis one

Bank workers in Ado-Ekiti local government area of Ekiti state will not significantly work under stress

Table 1: Chi-square Statistics on occurrence of stress during work among bank workers

	Value	df	Asymp. Sig. (2-sided)	Table Value
Pearson Chi-Square	105.642 ^a	1	.000	12.25
Continuity Correction ^b	99.784	1	.000	
Likelihood Ratio	129.027	1	.000	
Linear-by-Linear Association	105.278	1	.000	
N of Valid Cases ^b	400			

Source: Field Work (2021)

P < 0.05 (Significant)

The result of analysis presented in table 1 revealed that Chi-Square (x²) calculated value (105.642) was greater than Chi-Square (x²) table value (12.25) at 0.05 level of significance. This indicated that the hypothesis 1 was rejected. Hence, the researcher concluded that bank workers in Ado-Ekiti local government area of Ekiti state will significantly work under stress.

Hypothesis 2

Regular break between work period will not significantly be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State

Table 2: Chi-Square Statistics on regular break between work period as a stress managing technique among bank workers

	Value	df	Asymp. Sig. (2-sided)	Table Value
Pearson Chi-Square	59.802 ^a	1	.000	12.25
Continuity Correction ^b	51.222	1	.000	
Likelihood Ratio	80.157	1	.000	
Linear-by-Linear Association	49.521	1	.000	
N of Valid Cases ^b	400			

Source: Field Work (2021)

P < 0.05 (Significant)

The result of analysis presented in table 2 revealed that Chi-Square (x²) calculated value (59.802) was greater than Chi-Square (x²) table value (12.25) at 0.05 level of significance. This indicated that the hypothesis 2 was rejected. Hence, it was concluded that regular break between work period will significantly be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State.

Hypothesis 3

Physical therapies will not significantly be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State.

Table 3: Chi-Square Statistics on physical therapies as a stress managing technique among bank workers

	Value	df	Asymp. Sig. (2-sided)	Table Value
Pearson Chi-Square	87.623 ^a	1	.000	12.25
Continuity Correction ^b	62.149	1	.000	
Likelihood Ratio	71.320	1	.000	
Linear-by-Linear Association	86.841	1	.000	
N of Valid Cases ^b	400			

Source: Field Work (2021)

P < 0.05 (Significant)

The result of analysis presented in table 3 revealed that Chi-Square (x2) calculated value (87.623) was greater than Chi-Square (x2) table value (12.25) at 0.05 level of significance. This indicated that the hypothesis 3 was rejected. Hence, the researcher concluded that physical therapies will significantly be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State.

DISCUSSION OF FINDINGS

The findings of this study revealed that bank workers in Ado-Ekiti local government area of Ekiti State will significantly work under stress. The finding was in line with the report of Health and Safety Executive (HSE) (2015) that reported a prevalence of 1,380 work stress and an incidence of work stress in 740 per 100 000 workers, and also concludes that work stress is more common in public service institutions. Workers in Public institutions such as commercial banks suffer from work stress in a bid to meet up with target and also attend to all customers without much delay. The finding further supported the observation of Borg and Riding (2011) who observes, occupational or work stress occurs when there is discrepancy between the demands of workplace and an individual's ability to carry out and complete those demands.

Moreover, the findings of the study further revealed that regular break between work period will significantly be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State. The finding supported the assertion of Hawk (2016) who asserted that taking regular breaks from mental tasks can give the brain time to think about the task and stimulate new ideas as well as make the task seem less tedious. Without any downtime to refresh and recharge, we're less efficient, make more mistakes, and get less engaged with what we're doing (Seiter, 2014). Regular breaks between work period can also reduce stress. A stressful issue at work can contribute to negative behaviors such as irritability. Skipping lunch frequently can cause stress and fatigue. By taking a break away from the issue or having lunch or a snack, employees return re-energized and able to tackle the next task.

Finally, the finding of this study revealed that physical therapies will significantly be a stress managing technique among bank workers in Ado-Ekiti Local Government Area of Ekiti State. The finding

complimented the opinion of Noto et al. (2010) who opined that one of the non pharmaceutical methods of reducing stress is massage therapy. It is a traditional method of treatment which is currently considered as part of the health care system. Massage therapy has beneficial physiological effects such as dilation of blood vessels, increased skin temperature and body relaxation, the production of lactic acid in the muscles, improvement of lymphatic, venous circulation, stimulation and healing of the connective tissue. Massage therapy promotes psychosocial well being and reduces stress. Massage therapy is commonly used to relieve pain and anxiety (Nazari et al., 2015). Additionally, Klatt et al. (2015) stated that yoga programmes have been readapted to meet the needs of the work environment as being structured in less time invasive sessions to be held in the workplace, in association with daily meditation to be carried out individually at home. The clinical trials have highlighted significant efficacy in stress management, the reduction of burnout and in overall improvement of Quality of Life (QoL).

CONCLUSIONS AND RECOMMENDATIONS

Based on the findings of this study, it was concluded by the researcher that there is significant occurrence of stress during work among bank workers, break between work period and Physical therapies will be a stress managing technique among bank workers. Based on the conclusion of the study, it is therefore recommended that:

- Each bank worker should balance family, work, social and spiritual life in order to keep up an effective and quality stress management.
- The management of banks should set up organizational stress prevention programme to provide an environment will less stress for optimal productivity from their workers. This can be done through periodic group discussion among executives and officials of the bank seeking information about workers perceptions of their job conditions and perceived level of stress.
- The bank management should design and implement interventions based on the information gathered from their interaction with the workers. These interventions should be prioritized.
- The bank management should periodically evaluate the interventions which should measure employee perception of job conditions, stress, health and job satisfaction.

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