

Influence of Health Information Seeking Behaviour on Job Stress of Bank Employees in Ogun State, Nigeria

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Abstract

The general good health of employees which can be influenced by job stress cannot be overemphasized in their contribution to the success of any organization. The literature has ascertained the relationship between job stress and many health related problems like frustration, depression and sudden collapse of employees. If employees encountered difficulties in the course of searching for health information, it may positively influence their job stress. Various studies on job stress have been investigated hence, this study examined the influence of health information seeking behavior on job stress of bank employees in Ogun State, Nigeria. This study used survey design. The study population was of 4,223 bank employees in Ogun State, Nigeria and a sample size of 400 bank employees was established using Taro Yamane (1970) formula. Data were collected using a validated questionnaire by Stratified and random sampling techniques. The study had a response rate of 97% achieved. A reliability and validity test was conducted and its coefficient ranged from 0.81-0.87. Descriptive and inferential statistics were applied to analyse the data at 0.05 level of significance, the study revealed a positive significant influence of health information seeking behaviour on job stress of bank employees in Ogun State, Nigeria ($B= 0.21$; $t=12.77$; $p < 0.05$). Some of the measurements under health information seeking behaviour also had relative positive influence on job stress for instance, starting ($B=0.54$; $t=3.31$; $P<0.05$); chaining ($B=0.34$; $t=2.37$; $P< 0.05$) and Differentiating ($B= -0.14$; $t= -0.99$; $P<0.05$.)The study concluded that health information seeking behavior played significant role in the level of job stress experienced by bank employees in Ogun State, Nigeria. The study recommended that management of banks in Ogun State should collaborate with health information service providers to provide easily accessible up-to-date health information services for bank employees on their health related issues on a regular basis to reduce likely problems encountered in getting health information sources

Keywords:

Bank Employees,
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Background to the Study

Job can be defined as a particular task that is apportioned to an individual to perform at a given time in order to justify a reward. Job entails the need for an individual to be engaged and carry out specific services before he or she is rewarded. According to Somvir and Kaushik (2012), job refers to a rewarded occupational act that is carried out either by an individual or group of individuals. This task for a reward may either be within the capacity of an individual called employee or beyond his/her capacity. When it is beyond an individual's capacity, it brings pressure, which requires a struggle within such an individual to cope with the imposed pressure. The pressure emanating from job is often referred to as job stress.

Stress, as a concept in life situations, can be described as the force, pressure, or tension that an individual is subjected to and when such an individual resists to uphold the true state, results to stress. Hence, job stress is the harmful physical and emotional responses that take place when the requirements of a job do not match with the capabilities, resources, or needs of the work. It is the reaction or response of an individual to the pressure of job executed at workplace and how it affects their health. It is the wear and tear of the human body caused by confrontations of life. It may also be referred to as the response people usually have when faced with work demands and pressure that are not in alignment with their abilities and which challenge their capabilities to cope.

Dhanaraj (2009) and Erkutlu and Chafra, (2006). Also posit that job stands as a potential source of stress while Dhanaraj (2009) and Jayashree (2010) re-emphasied that banking sector, is a potentially important source of stress for the employees especially because of the amount of time that is spent by the employees and the workload in this setting. Most especially, bank employees in Ogun State use the better part of their time in the office to ensure they do not fall prey of the management requirements. Although, bank employees are, by standard, to spend eleven hours at work in a day, however, they often end up spending the average of twelve to fifteen hours at work. Banking in Ogun State is an inherently stressful profession with long working hours, stiff competition, and lack of support from co-workers, bottlenecks and difficult customers (Bhatti, 2016).

Livneh (2002) opine that HISB is typically referred to as a problem-focused coping strategy (or monitoring) and it implies that individuals focus their attention on the threatening situation and direct their efforts at becoming more engaged with and aware of the stressors. According to Atulomah (2001), health is a process of continuous maintenance adaptive balance within the human system, which enables an individual to experience optimum physical, mental, social, economic and spiritual well-being allowing the person attain and express the fullest potential he or she has been endowed with by God to lead a satisfactory and productive life.

Health information could be described as various information that provide understanding about well-being. It reduces someone's uncertainty and increases the level of precision about health matters. While behaviour, which is one of the

determinants of good health is referred to as actions, inactions and reactions, which an individual undertakes, when he or she is predisposed to health threats. Health Information seeking behaviour of an individual is relative to his or her beliefs and intention about health. Behavioural pattern of an individual determines individual's health status. Positive behaviour and coordinated activities in searching for health information are requisites to achieving needed health information and propel its use, which will invariably enhance sound health of bank employees in Ogun State. Hence, according to Lambert and Loiselle (2007) and Mills and Todorova (2016), health information seeking behaviour (HISB) refers to the active ways by which individuals seek information about their health, risks, illnesses, and health-protective behaviours.

Health information can be sourced from different media; traditional media (such as library, books, brochure, magazines) or healthcare professionals as their primary source of health information (Baker, Wagner, Singer, & Bundorf, 2003; Cotton & Gupta, 2004; Dolan, Iredale, Williams, & Ameen, 2004; Dutta-Bergman, 2004, 2005; Rains, 2007). Studies have also showed that many of those who use these other (traditional media and health care professional) health information sources also turn to the internet as an alternative information source. This is in order to gain a perspective different from what they read or heard from a traditional media source, from what they heard from a healthcare practitioner, or from an unsatisfactory doctor-patient interaction (Rains, 2007). However, bank employees in Ogun State Nigeria are not left out in the availability of sources of accessing health information; all commercial banks in Nigeria are on 24 hours internet services and good numbers of bank employees are equally having internet-enabled phones. Library services and health services centres are also available for bank employees to access health information.

Statement of the Problem

Every individual is entitled to good health in the workplace to enhance his or her well-being, effectiveness at work and healthy long life. A healthy job entails moderate physical, psychological and behavioural balance in work place to enhance sound mind and healthy living. A healthy job plays a major role in reducing absenteeism, sickness, cost of health care and disease burdened organisation, which may later translate to the nation. Sound health also makes the employees happy about their job and enhances better performance at work. A healthy employee is a good human resource in an organisation as he/ she is physiologically, psychologically and behaviourally balance to adequately make positive contributions to the growth of the organisation at the right time.

However, research has showed that the rate of ill health of the employees in banking sector in Nigeria due to job stress is extremely high (Jayasinghe & Mendis, 2017). There is also a report of poor practice of work health promotion among bank employees by (Eberendu, Ozims, Agu, & Ihekaire 2018). In line with this, it has also been observed by the researcher that many bank employees in Ogun State frequently fall sick, depressed, and often feel frustrated because of their job requirements and colleagues' behaviours to them when performing their duty.

Objective of the Study

The objective of this research is to investigate influence of health information seeking behavior on job stress among bank employees in commercial banks in Ogun State.

Hypothesis

The following null hypothesis is tested at 0.05 level of significance of employees in commercial banks:

H0: There is no significant influence of health information seeking behaviour on job stress of commercial banks employees in Ogun State, Nigeria;

Scope of the study

This study focuses on those factors or variables that can help employees reduce job stress. It considered health information seeking behavioural features as opined by Ellis model as one of the variables. The study examined the basic bankers' health information seeking behaviour in terms of starting, chaining, browsing, differentiating, extracting and verifying in line with Ellis's health information seeking behaviour model.

This study excluded financial institutions and micro finance banks in Ogun State. The study did not involve the security officers, cleaners and other staff, it only considered the core employees in the operations and business development units of the banks who have spent at least one year in the system and it involves both employees on full time and contract base. This study is limited to the 16 commercial banks in Ogun State, Nigeria because of the researcher's personal observation of frequent absenteeism rate of bank employees at work due to one sickness or the other, and several complaints of not having adequate time for themselves which is actually affecting their well-being.

Operational definitions of Terms

Health Information: Health information can be referred to as meaningful data related to medical symptoms, diagnosis, procedures, and outcomes that can inform individual bank employee in Ogun state in making precise health decisions and educate uncertainty that could have occurred in the absence of the data.

Information Seeking Behaviour: It is a deliberate or active step by the bank employees in Ogun State in looking for health information in order to satisfy their observed need. The activities involved starting, chaining, browsing, differentiating or extracting by bank employees. However, while looking for this information, such an employee may make use of manual information system or computer based system (such as the World Wide Web). Interactive and non-interactive media could be employee to carry out the exercise of seeking health information.

Job Stress: This could be described as employee's harmful response to work strains and pressures in an organization

Health Information Seeking Behaviour: This can be defined as activities involve in obtaining health information by bank employees in Ogun State on health treatment, alternative medicine and preventions.

Bank Employee: This can be described as an individual who is assigned to carry out specific task line with management goals and are being paid for by the bank.

Review of Literature

Concept of Job Stress

Stress seems to be automatic in every facet of work and life generally; since the nature of work is undergoing drastic changes daily in order to meet up with what the economy dictates (Fonkeng, 2018). Scholars have carried out many researches on job stress with different approaches. However, there have been varied views on the definition of stress in the early days (Kilty & Bond, 1991; Mills, 1982). Selye (1976) opined that stress refers to external influences acting on individuals while Mayer (2000) referred to it as physiological reactions to such influences.

Baker and White (2010) also applied Ajzen's theory of planned behaviour to social networking to predict adolescents' use of social networking. A questionnaire was given to 160 students that measured the components of Ajzen's theory and then they were asked to return a week later to report their social networking site use in the preceding week. Their study found support for the TPB's components of attitude, perceived behavioural control, and group norms in predicting intentions to use social networking sites. They then found support that intentions predict behaviour. In the model of Ellis (1989) on health information seeking behavioural model of employees, seeker's behaviours to health information are categorized as features as against stages. These features described how an employee behaves in the course of seeking for information and its impact on the quality of health information acquired which also have a direct impact in the management of the current health problem.

Health Information Seeking Behavior and Job Stress among Bank Employees

Health information seeking behavior as related specifically to reduction of job stress has a very slim attempt in the study of job stress. However, many researchers have carried out studies on health information seeking behavior as a way of reducing health problems on diverse health issues, which are believed to have been influenced by stress at work places and outside the work place (Latunji & Akinyemi 2018). Contrary to the focus to this study, many researchers have, in numerous ways, attempted to find out the impact of job stress on bank employees performance such as Ahmed and Ramzan (2013). They carried out study on the effect of job stress on employee's job performance in banking sector, which reveals that job stress significantly decrease performance of an individual. Agbozo and Owusu (2017), also posits that there is a negative relationship between job stress and job performance; meaning that employees who had low job performance had high level of job stress. Consequently, it is obvious that only a healthy employee can perform efficiently in any organisation and it also translates to the economy of that nation too.

Stress in work place is alarming, therefore, the need to encourage positive attitude and behaviour of employee to seeking and using health information in order to increase their knowledge and make reliable decision that will either prevent or reduce the job stress impact on them cannot be overemphasised.

Jaafar, Ainin and Yeong (2017), conducted a research work on why bother about health: A study of the factors that influence health information seeking behaviour of Malaysian healthcare consumers. The research adopted survey method and questionnaire was used to collect empirical data. The survey was conducted among 300 healthcare consumers in three main cities in Malaysia where questionnaires were personally distributed through snowball sampling. A total of 271 questionnaire forms were used in the analysis. The finding of the research shows that health behaviour of the consumers influences health information seeking behaviour of the participants to be bothered about their health. The study further shows that health Information seeking behaviour is strongly affected by Gender whereby the effect is strongly among females compared to males.

Jacobs, Amuta and Jeon (2017), evaluated Health information seeking in the digital age: An analysis of health information seeking behaviour among US adults. The study examined factors associated with health information seeking from the internet, traditional media, and health care professionals among a diverse population of US adults. Data for the analysis was from four cycles (2011–2014) of the Health Information National Trends Survey (HINTS), a national survey of US adults. Controlling for age, race/ethnicity, gender, and socioeconomic status (SES), regression analyses were conducted. STATA 13 was used for analyses. Findings indicated that there is a possibility that while the Web is an easily available source of health information; it could also create inequalities in health information accessibility thereby, creating an information gap to the affected participants. With this, the affected participants may not be able to make decisive decisions in managing the health problem. This study also concludes that Web should not be considered a substitute for using alternative health information sources. Doing so, might create disproportionate access to health information essential for health decisions.

Theoretical Framework

The study adopted Cooper and Marshall's (1976) model to discuss Job stress. Ellis (1989) is applied to discuss Health information seeking behavioral.

Cooper and Marshall Theory of Job Stress

Cooper and Marshall developed the theory in 1976. The theory measures the level of stress in the workplace. The model sets out various job stressors in work place. It is intrinsic to the job and plays role in organisation, career development, relationship at work and organisational climate. This theory is linked to job stress variable of this study. According to Roslan et al. (2012), job stress is a stern health problem for organisations and employees globally. The mental and physical negative impacts of job stress are not just disruptive to the employee, they equally increase the real cost of the organiastion where the employee works.

Relevance of the model to the current study

Cooper and Marshal Model of occupational stress have been widely used by researchers. The relevance of this model is that it describes major stressors an individual faces (physical, psychological and behavioral) at work, which employees in commercial banks in Nigeria are inclusive. It gives overall summary of how stressors can affect an individual's health at work and at home. The fact that the Cooper's model concentrates much on specific organizational stressors shows that an employee needs to be conscious of his work environment, know his health status and proactively make efforts on how to control its impacts on his/her body

Ellis (1989) Model -Health Information Seeking Behavior

Ellis postulated this model in 1989. Information seeking behaviour is described in terms of features and not stages as some other theorists did. This implies that behaviours in most cases do not take place in order of sequence but specific circumstances influence them. However, Ellis posits that health information seeking activities of a seeker at any point in time would determine the pattern such an individual would follow in seeking information (Ellis, 1989). Information seeking is an awareness of gap, identification of need and searching activities to obtain information to make up the identified gap in order to solve the problem or needs at hand. Case (2002) posits information seeking behaviour as a conscious effort to obtain information consequent to a need or gap in one's knowledge. The process of satisfying information needs, like health information to solve job stress of bank employees in Nigeria is dynamic; knowledge obtained may lead to another information needs (Kebede, 2000). According to this model, the behavioural activities of health information seekers are characterized by starting, chaining, browsing, differentiating, monitoring, extracting and verifying.

Methodology

Research Design

Survey research design was adopted for this study. The adoption of survey research design was found appropriate for this study because the objective of this study require a direct data collection from the population under study. In addition, the survey design offers provision of timely data and standardized information using questionnaire.

Population of the study

The population of the study involved 4,223 employees in the core banking operations found in 16 commercial banks in Ogun State. The core banking operations units are operations staff who are saddled with the responsibilities of giving services to customers and business development staff who are responsible for mobilizing deposits and maintenance of relationship between the customers and the bank. Specifically, the population of the study excludes the security officers, cleaners and other staff in the operations unit and business unit that do not have up to one-year length of stay in banking employment. The employees targeted in this study have minimum of one year banking work experience which implies that such an employee would have undergone two appraisal periods, first and second half year employee performance and by implication, the employee is expected to have experienced physical, psychological and behavioural stress if it actually exists in such work place.

Sampling Size and Sampling Techniques

Sampling is the fractional part of the whole. The sample size for this study was 400 and was derived by using a sample technique. Sampling Techniques implies the name or other identification showing the specific process by which certain portions (sample) of the total population is being selected this may either be a probability or non-probability method (Yunus & Tambi, 2013).

Method of Data Collection

The corrected copies of the questionnaire were administered to the bank employees in Ogun State, Nigeria as proposed for this study. The respondents were assured of not divulging any information supplied to third party. In essence, the researcher promised to treat their information supplied with the utmost confidentiality and would only be used solely for the purposes of academic research. The copies of the questionnaire were administered to the bank employees in Ogun State by the researcher and two research assistants, trained by the researcher. The researcher also engaged the use of electronic administration of the instrument to some of the respondents. In general, 400 copies of the questionnaire were administered to the bank employees in Ogun State, Nigeria; however, a total number of 388 copies were retrieved. This gave 97% return rate of the administered research instrument for the study

Method of data analysis

The analysis of data for this study was descriptive statistics such as simple frequency distribution and percentages for demographic variables, while mean and standard deviations was employed to analyse research questions. Simple linear regression was used to analyse the hypothesis at 0.05 level of significance. The data was coded with Statistical Package for Social Science (SPSS) version 22 employed for the various analyses as a computer software program designed for social sciences research.

Test and Interpretation of Hypothesis

The hypothesis for this study was tested using liner regression analyses

Hypothesis: There is no significant influence of health information seeking behaviour on job stress of commercial bank employees in Ogun State, Nigeria.

Table 1: Summary of Multiple Regression Analysis of the relative influence of health information seeking behavior on job stress of commercial banks employees in Ogun State, Nigeria

Model	Unstandardized Coefficients		Standardized Coefficients	T	p-value
	B	Std. Error	Beta		
	(Constant)	28.957	2.193		
Starting	.540	.163	.227	3.310	.001*
Chaining	.335	.141	.143	2.373	.018*
Browsing	-.138	.138	-.064	-.994	.321
Differentiating	.460	.148	.213	3.111	.002*
Monitoring	.077	.150	.037	.514	.608
Extracting	.143	.121	.066	1.177	.240
Verification	.118	.131	.055	.899	.369
Source of variation	Sum of Squares	Df	Mean Square	F-Ratio	P
Regression	11640.580	7	1662.940	26.383	.000 ^b
Residual	23951.283	380	63.030		
Total	35591.863	387			

R = .572; Multiple R (Adjusted) = .327; Multiple R(Adjusted) = .315; Stand error estimate = 7.939

a. Dependent Variable: Job stress

b. Predictors: (Constant), health Information (Verification, Chaining, Extracting, Browsing, Starting, Differentiating, Monitoring)

Source: Field survey, 2019

Note: The asteric P-value implies significant
Non-asteric P. value implies non-significant

Table 2: The Regression of influence of Information seeking behaviour on Job Stress of Ogun State bank employees

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
	(Constant)	29.716	2.095		
InfoSB	.213	.017	.545	12.765	.000
	Sum of Squares	Df	Mean Square	F	Sig.
Regression	10564.668	1	10564.668	162.941	.000 ^b
Residual	25027.195	386	64.837		
Total	35591.863	387			

R = .545, R² = .297, Adjusted R² = .295, Standard Error estimate = 8.052

a. Dependent Variable: Job stress

b. Predictors: (Constant), Information Seeking beh.

The results in Table 2 indicated that the relative predictor variable of health informational seeking behaviour in the regression model predicted job stress of commercial bank employees in Ogun State, Nigeria ($R = .572$; $R^2 = .327$; $\text{Adj. } R^2 = .315$; $F_{(7, 387)} = 26.383$; $p = .000$). This showed that the relative predictor variable (health informational seeking behaviour) accounted for 31.5% of the variance in the commercial banks employees' job stress in Ogun State, Nigeria. However, Table 2 indicated the regression of predictor variable (health information seeking behaviour) on the job stress of bank employees in Ogun State. The result showed that ($R = .545$, $R^2 = .297$, $\text{Adjusted } R^2 = .295$, $\text{Standard Error estimate} = 8.052$) which implies that health information seeking behaviour of bank employees accounted for 29.5% of the variance in their job stress.

However, of all (7) measurement of health information seeking behavior, four i.e browsing, monitoring, extracting and verification did not contribute to prediction of job stress while other (3) items i.e starting, chaining and differentiating contributed positively to the prediction of job stress of the bank employees in Ogun State, Nigeria. It means that health information seeking behavior can be used to predict job stress of bank employees in Ogun State, Nigeria.

Discussion of Findings

Research question one sought to find out the level of job stress of commercial bank employees in Ogun state, Nigeria. The result showed that bank employees considered their physiological and behavioural stress experienced as being high in the banking sector. Specifically, the bank employees considered their work as being extremely demanding and it causes stress for them while the study revealed that commercial banks employees experience stress because of non-cordial relationship between supervisors and subordinates. The results were supported by the studies of Undie, Ukpata and Iyortsuun, (2018); Nweke (2016) who reported that banking job is highly demanding and causes stress and negatively affect employee's health. In addition, Tabarsa et al (2012), supported the need for improved social supports to manage job stress in work place. In another study conducted by Misbah, Muhammad, Muhammad and Muhammad (2016), on the relationship between job stress and organisational commitment: An empirical study of banking sector it was discovered that employees in the banking sector face great stress due to many stress antecedents like lack of support from supervisors, great pressure of work, problematic co-workers' relationship and family and work life conflicts.

The major findings of the study were as follows:

1. The employees in commercial banks in Ogun State Nigeria saw their level of job stress as high. They attributed their core claim to physiological and behavioural stress being experienced in carrying out their job as the greatest measures of their job stress in the banking sector.
2. The level of health information seeking behavior of commercial bank employees in Ogun State Nigeria was also high. This was ascribed to their high engagements in 'starting', 'chaining' and 'differentiating' activities to seeking health information in the banking sector.

3. Health information is expected to help in closing the observed health knowledge gap and enhances decision making but in this case, the study suggests that bank employee were exercising more fear and tension after having the understanding of the hazards embedded in their nature of work which was suspected to have increased their job stress positively. Another major factor for this result could be that the bank employees were having environmental issues which were actually external factors that this study did not considered under the employees' job stress factors. The external intervening factors of bank employees could be daily stress experienced in mobility before getting to work place, financial stress and stress as a result of family responsibilities. The study of Kuske, Schiereck, Grobach and Paduch (2016) opined that environmental factors are major intervening factors that could impede the success of health information seeking behaviour of an individual. In conclusion, health information seeking behaviour of bank employees in Ogun State would have negatively influenced their job stress instead of the positive influence if the suspected intervening factors of psychological and environmental were not present.

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