PREFACE

Of course nothing could have been possible without the God’s grace and his blessings. But I cannot even forget my revered family for their constant support. I have done my research on the impact of job stress on the performance of sales department employees: A comparative study of LIC and B.A.I.C.L in the selected cities of Haryana. The study focuses on the stress level of the employees. The present study has been divided into 5 chapters dealing with all the important aspects of impact of job stress on the performance of the employees. The first chapter entitled introduction presents the general introduction about the stress and work performance. The causes of stress, how to reduce stress and the relationship between job stress and the performance of the employees and introduction about the company and company profile.

The second chapter provides the review of literature. The review of literature contains all the past studies carried out related to the study. The literature review contains the research which has been carried out on the job stress in different areas.

The third chapter provides the overview of the methods adopted during the research. It contains the information regarding the data collected, questionnaire,
methods used for the research etc. It gives an overview about the tools and techniques used during the study.

The fourth chapter covers the main portion of the study that is data collection and interpretation in which there are total 19 questions which has filled by the three levels of employees that are branch manager, assistant branch manager and sales manage and on the basis of that comparison has done between both the companies regarding many things like infrastructure facility, benefits provided by the company, work overload, lack of time etc.

The fifth chapter includes the findings, conclusion and the recommendation and their probable findings.

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