Chapter - II

REVIEW OF LITERATURE
Donald W. Mackin (1962) found creativity is a process extended in time and characterized by originality, adaptiveness and realization. It may be brief as in a musical improvisation, or it may involve a considerable span of years as was required for Darwin's creation of the theory of evolution. However, creativity is viewed as the "ability" to generate many new and useful ideas.

The Demand-Control model has been defined as the “interaction between job demands- defined as the psychological stress involved in accomplishing the workload- and- decision latitude- the workers potential control over his or has task and his or her conduct during the work day” (Meijman, et al., 1995). This model proposes that interactions of different levels of decision latitude and job demands will result in different levels of strains as follows (Karasek, 1979).

The micro/macro stressors model is based on a study by Kanner et al. (1981). The study analyzed and compared participants’ responses to “daily hassles & uplifts” (micro-stressors) and to major life events (macro-stressors) and the impact of these stressors on the physical health of the participants. Findings from the study were as follows:

Perpetual daily hassles (micro-stressors) offer a more direct and broader assessment of stress in life than major life events (macro-stressors).

Major life events had a little effect on psychological symptoms independent of hassles. In contrast, results indicate that daily hassles affect psychological symptoms independently of major life events.

The extension of this model to the workplace would mean that attention should be paid to the seemingly minor hassles that inevitably are a part of the work environment when developing coping methods for occupational stress and strain symptoms.

French et al. (1982) proposed the first comprehensive person-environment fit model in which they suggested two types of person-environment fit and two types of accuracy or perceptions of the demands of the environment and personal abilities. The
characteristics of the model are two types of perceived environments and job demands (objective and subjective), as well as two types of perceived abilities within the domain of the individual: objective and subjective abilities. Two kinds of misfits can occur that would initiate the stress transaction and lead to strain.

An objective misfit: which is the inconsistency between objective demands of the environment and the objective abilities of the person. A subjective misfit: a situation which is a result of the following: Distortion and elevation of one’s perceived abilities to match objective demands. Distortion and downgrading of perceived demands to match objective abilities. Some combination of the two above mentioned defense mechanisms.

The stress interaction according to this model will produce the following situations (French, et al., 1982). The reduction in the accessibility of self when there is a distortion of the abilities of the person. The reduction in the contact with reality when there is a distortion of the environment.

Among the personality variables studied in stress research, Type A behaviour pattern (Rosenman & Chesney, 1982) has generated special interest due to its positive relationship with coronary heart disease which may be irreversible. Type A behaviour pattern (TABP) is characterized by enhanced hostility, ambitiousness, feeling of time urgency and competitiveness. Though not without doubts and objections, identification of TABP is considered to be a good forewarning of the related physical ailments which are so much feared in the executive world. The TABP has been explored extensively with reference to physical consequences. However, relatively less attention has been paid to psychological consequences of TABP.

In the recent past, a very large number of studies on job stresses have either extensively related to identification of several significant work related antecedents / stressors (Parker and Decotis, 1983); organizational stressors (Brief, 1981); role related stressors (Khan, 1983); Career related stressors (Parker and Decotiis, 1983); interpersonal relations related stressors (Invancevich and Matteson, 1980); extra organizational stressors (Parker and Decottiis, 1983) and identifying the dimensionality of scales to measure the concept of stress in the scientific dictionary (Ivancevich and Matteson, 1980). Thirdly, the consequences of stress like defensive
behaviours (Parker and Decotiis, 1983; Ashforth, 1989), burnout (Mslach, 1976), psychosomatic problems (Quick and Quick, 1984), lowered self esteem (McGrath, 1976), and organizations consequences like lowerd job performance (Motowidlo, 1983) decreased organization commitment (Parker and Decotiis, 1986), increased offensive behaviours like strikes and sabotage (Sekaran, 1994) were also reported.

Srivastava and Sinha (1983) revealed that employees experiencing higher job involvement reported to be less stressed. Kedar Nath (1988) studied the impact of role stress on job involvement among bank professionals. The result indicated that employees with high score on organizational role stress showed less job involvement.

Job stresses is defined as the psychological state experienced by an individual and faced with demands, constraints and / or opportunities that have important but uncertain becomes (Grenhaus and Parasuraman, 1984). Whereas, psychosomatic problems are identified those that pertain to the interrelationship of had and body, usually referring to the individual symptoms which appear to be physical but are partly or fully the result of psychological factors. (Davidson and Cooper, 1984).

Shailendra Singh and Arvind K. Sinha (1986) found Stress at work correlates of perceived time urgency and challenge in work found that supervisory level of executives of a public sector work organization (N= 156) responded to a scale measuring perception of time urgency and challenge in work (PTUCW), and measures of interpersonal relationship, job-person fit, organizational commitment and locus of control. Results based on co-relational analyses showed that respondents high on PTUCW were low on interpersonal relationship, job-person fit, organizational commitment and high on internal control of reinforcement.

Research into modeling stress and its effects on humans crosses several disciplines which is one of the significant challenges to creating a ‘meta-model’ for stress and its outcomes (Beehr & Franz, 1987). Stress modeling research has been approached mainly from Medicine, Clinical Counseling/Psychology, Engineering Psychology and Organizational Psychology with typical stressors, outcomes and moderators existing within different domains. Typically, stressors for all the four major disciplines fall either in the physical or psychological domain while observed outcomes include physical & psychological strain as well as job performance.
Spector, Paul E.; Dwyer, Daniel J.; Jex, Steve M. (1988) suggested that relation of job stressors to affective, health, and performance outcomes: A comparison of multiple data sources, widely accepted that job conditions are a causal factor in stress outcomes for employees. This conclusion, however, is based almost entirely on single data source, self-report studies, which demonstrate correlations between environmental perceptions and stress outcomes. This study collected stressor data from two sources, the job incumbent and her supervisor. Convergent and discriminate validities were found for four stressors (autonomy, workload, number of hours worked, and number of people worked for) but not for three others (role ambiguity, constraints, and interpersonal conflict). Correlations were found between perception of stressors and outcomes, the latter including both affective and symptoms. Smaller correlations were found between supervisor reports of stressors and outcomes, the latter including both affective and symptoms. Alternative causal models relevant to these results are discussed. The need for causal research including experimental designs, longitudinal designs, and multiple data sources are also discussed.

Pestonjee (1987) suggested that the inter-role distance and role erosion have contributed significantly to managerial stress. Further, he indicated that role ambiguity and personal inadequacy were the least contributors to managerial stress. Menon and Akhilesh (1994) found that role ambiguity has significantly contributed to managerial stress.

Several studies have explored the relationship between role stress and length of service (Sen 1981; Surti, 1982; Gupta, 1987). They found no significant relationship between role stress and length of service. However, Gupta (1987) suggested a linear increase in the extent of organizational role stress as a function of length of service. Role stagnation and role overload are found to be increase as the length of service increases.

Srilata (1988) revealed that managers in large organizations have experienced more role stress than those working in small or medium organization. The work of Sager (1991) indicated that job stress of a manager contributes to low job involvement. Over involvement and general dissatisfaction with job / life, has significantly contributed to job Stress.
Hasnain, N, Shahnawaz, M, G., Vikas Shukla (1990) studied that role stress and coping strategies in different occupational groups made a study on assign engineers, managers and teachers. While engineers and managers were taken from tvo multinational organizations, teachers were taken from Kendriya Vidyalayas. 60 subjects participated in the study, 20 from each occupational group. Role stress was measured by Pareek's Occupational Role Stress Scale, which measures role stress in ten different dimensions. Coping strategies were measured by Pareek's Projective Instrument for Coping Styles which measures coping strategies in eight ways. One way ANOVA was used separately for role stress and coping strategies for three groups. In all comparisons, F-values were found to be non-significant.

Kate Sparks, Brian Faragher and Cary L. Cooper (1991) concluded “well being and occupational health in the workplace for that over the last 40 years”, major changes have taken place in the workplace. The growth in the use of information technology at work, the globalization of many industries, organizational restructuring, changes in work contracts and work time scheduling have radically transformed the nature of work in many organizations. The workforce itself is also diversifying with an increase in female participation, a growing number of dual-earner couples and older workers. We focus on four issues that are current concerns for organizations and the workforce; job insecurity, work hours, control at work, and managerial style.

Kuljeet Kaur (1992) examined mental health and occupational Strain among school teachers" aimed at investigating mental health and occupational strain among school teachers. Results revealed that teachers differ in their level mental health and occupational Strain. Male and Female teachers show significant difference in respect of anxiety and disabling symptoms. Govt. and private school teachers have different levels of mental health but experience equal personal strain. Rural and urban school teachers are mentally healthy but differ in their level in psychological strain and vocational strain.

Sunita Goklaney (1993) suggested relationship between stress and creativity among middle level managers. Stress is generally viewed as a negative stimulus. However, a more positive view is explored in trying to cope with a high stress situation; a person could be more creative. The sample consists of 55 middle level
managers who responded to exercises on stress and to a test on creativity. The results revealed that certain stress variables were related to some of the creativity variables.

Chandrasekhar S.F., Chandra Mouli D. Anjaiah. P. (1995) in their article on “Job Stress and Psychosomatic Problems of Nurses at Select Hospitals”, examined the nature and extent of relationship between self report job stress experiences and psychosomatic problems of 120 nurses from three governmental hospitals. Regression analyses results revealed that of twelve psychosomatic problems, pain in back / spine has emerged as the most pronounced outcomes of job stress followed by spells of dizziness used sweating hands. Unlike other studies, this study suggested organizational strategies as most effective coping mechanisms of job stress.

Gunning and Cooke (1996) experienced considerable stress as a result of working practices, contractual arrangements and the demands of projects and their clients. Educationalists still retained their identity as 'construction lecturers' rather than as 'academic staff', and to some extent felt themselves to have the best of both worlds - the interest and variety of construction coupled with the satisfaction of acquiring and imparting knowledge and skills, as well as job security of 'academic tenure'.

Kuljeet Kumar (1996) examined occupational stress of high and higher secondary school teachers in relation to mental health and coping resources. Mental Health and coping resources of high and higher secondary school teachers and their relationship. A sample of 286 teachers was randomly selected from Rural/Urban, Government/Private and high and higher secondary schools by using Occupational Stress Inventory and Teachers Mental Health Scale. The results revealed that teachers are stressed due to role overload, responsibilities and physical stressors present in school. Mentally healthy teachers use coping resources to combat the effect of occupational stress. Teachers use recreational activities such as TV, music, social support from friends to get relief from mental tensions. The result indicated that correlation between occupational stress and mental health is negative. Occupational stress and coping resources also tend to be negative. Correlation between mental health and coping resources is positive and significant.
Sources of occupational stress reported include poor working conditions, work overload or under load, role conflict and ambiguity, unsatisfactory career development & erratic work hours (Quick & Quick, 1984). Work stress is a major cause for poor mental health (Cluskey, 1994; Hedin, 1994; Blix et al., 1994). Socio-economic status, work environment, design of job and personality factors directly influence mental health (Harpham, 1994). When people are exposed to a stressful demand, they respond by coping attempts either to reduce the demand and to reduce its effect, or to help one change the way one thinks about the demand. Coping can either help one in stressful situations or increase the kind & number of problems created by the demand (Shapior, 1996). Social support has proved to be a successful coping resource with interacting buffering effect on worker stress (Bolzan, 1990; Lim, 1994 and Durgtin, 1998).

Satish Kumar (1997) found relationship between organizational role stress and length of service. The results indicate that role stress is not significantly related with length of service. However, role stagnation and role overload increase as length of service increases.

Coping strategies can be effective or ineffective (Pareek, 1997). Generally effective coping strategies are approach strategies while ineffective are escape or avoidance strategies. Folkman and Lazaras (1985) have presented eight coping strategies: confrontative, distancing, self-control, seeking social support, accepting responsibility, escape-avoidance, planful problem solving and positive reappraisal. According to Pareek, (1997) in coping strategies research, some researchers have emphasized general coping traits, styles or dispositions, while others have preferred to study active, on-going coping strategies in particular stress situations. Pareek opined that coping strategies can be conceptualized as a product of a combination of externality, internality and mode of coping.

The study of role stress and coping strategies is immensely important because of their significance for performance, efficiency and well being (O'Driscoll et al., 1992, Guppy and Rick, 1996; Sehgal, 1999), there are many studies in which role stress has been measured across organizational hierarchy / levels in the same organization (Dumaine, 1988; Raju and Madhu 1995, Tyagi and Sen, 2000); across sectors (Pradhan and Mishra, 1999; Mohan and Chauhan, 1999); across gender
(Sehgal, 1999); However, there is dearth of studies on role stress measured in different occupational groups. The case of coping strategy also does not seem to be encouraging. Hence, present study was carried out across three occupational groups engineers, teachers and managers.

Jaswant Virk and Naveen Kumar (1997) made job stress and job involvement among bank employees. Studied main and interactive effects of age, gender and Type - A behaviour pattern on job stress and job involvement of bank employees. A 2x2x2 factorial design with two levels each of Type-A behavior pattern (Type - A and Type - B), age (below forty and forty years and above), and Gender (males and females) was used. The sample consisted of 80 bank employees selected from various banks of the two districts of Haryana. Separate analyses of variance were employed to test the significance of three 'independent sources on each of the two dependent variables. Results showed that two independent variables - Gender and Type- A, behaviour rendered their significant effects on job stress. Also the independent variables of age and Type behaviour yield significant differences in the job involvement of the subjects. Two significant interactive effects of (Age x gender and gender x Type - A behaviour) for job stress.

Vivien K.G. Lim and Thompson S.H. Teo, (1996) examined that Gender differences in occupational stress and coping strategies among IT personnel. Examined gender differences in occupational stress and coping strategies among information technology (IT) personnel in Singapore. Data were collected via a combination of mail surveys and semi-structured interviews. Analyses results of the survey used analysis of covariance procedures. Female IT personnel reported significantly higher scores on sources of stress originating from “factors intrinsic to the job”, “managerial role”, “career and achievement”, “organizational structure and climate” and “relationships with others”. Contrary to initial prediction, no significant gender difference was found for stress originating from “home-work interface”. With respect to coping strategies, female IT personnel tend to seek social support and talk to others when they experience stress, while men tend to suppress their emotions and deal with problems in a logical and unemotional manner.
Syed Zafer, M. and Nageswara Rao, S.B., (1997) found that impact of Organizational role Stress on job investment of managers in public sectors organizations. These attitudes of work environment are evaluated by managers both positively and negatively. If the interaction between the Individual-Environment (work) is good, it leads to realization of organizational goals, needs and satisfaction. Otherwise, the outcome may lead to low involvement, stress, frustration, alienation and intention to quit the organization. Moreover, the stress variables and job involvement relationship has been of great concern and interest to Behavioural Scientists.

Venkatammal, P., (1998) suggested that occupational stress among university teachers. Results showed that teachers belonging to Arts faculties and Science faculties do not differ significantly on occupational stress. Male teachers and female teachers are not differing significantly on occupational stress. Lecturers, Readers and Professors do not differ on occupational stress. The teachers who are just satisfied with their job show more stress than the teachers who are highly satisfied with their job.

Gyi, D.E., Haslam, R.A. and Gibb, A.G. F., (1998) Case studies of occupational health management in the Engineering. The results supported the fact that data and records regarding health-related absence were limited and inconsistent, and that little existed in terms of medicals and health surveillance, particularly in the case of subcontracted workers. The main difficulties envisaged were reported to be the sizeable costs involved; the temporary and mobile work force; demonstrating cost-benefits to top management and a lack of interest amongst workers, perhaps exacerbated by the threat of lost livelihood. Managers also admitted limited health expertise and knowledge of the wider role health professionals could play in health management.

The diversity of research approaches to stress is also reflected in definitions for stress as found in literature. The definition of stress for the purpose of the proposed study is as follows “An interaction of several variables involving a particular kind of relationship between a person and the environment which is appraised by the person as being taxing or exceeding coping resources and endangering well-being” (Schlebusch, 1998).
Koslowsky (1998) gives an in-depth overview of specific models of the stress process in which he categorizes the models into major and minor models. The three major models were outlined in this paper and they are: (1) the micro/macro stressors model; (2) the person-environment fit model; and, (3) demand/strain model.

Upadhyay, B.K. and B. Singh, (1999) aimed that experience of stress: Differences between college teachers and executives and compared the occupation stress level experienced by College Teachers and Executives. The sample consisted of 40 respondents (20 College Teachers and 20 Executives), who responded on the Occupational Stress Index. The results revealed a significant difference between these two groups on the experience of stress on factors such as role overload, intrinsic impoverishment and status variable. The experience of stress on various sub scales of OSI differed between two groups.

Mishra and Shipra Srivastava (1999) concluded that “Mental Health as a moderator variable of the organizational commitment and job satisfaction relationship” attempted to find out the moderating effect of mental health on the organizational commitment job satisfaction relationship. The Mental Health Inventory, the Organizational Commitment Scale and S.D. Employees' Inventory were administered to a sample of 250 physicians employed in Government Medical College, Lucknow. The moderated multiple regression analysis and sub-group analysis show that mental health has moderating effect on organizational commitment and job satisfaction relationship.

Vindhu and Chauhan (1999) compared the perceived organizational role stress of male and female Govt., public, and private sector managers. Results found that there were no significant differences between males and females.

Aquib Javed and U.D. Pandey (2000) concluded that Occupational stress and Basic values: A motivational approach" examined the relationship between occupational stress and basic values. Basic Value Survey and Occupational Stress Index were administered on 100 school teachers. It was observed that negative link between occupational stress and basic values were stronger determinants of values while positive link between occupational stress and basic values were stronger determinants of stress. Occupational stress and basic values contributed equally to teachers overall motivation to lead the quality of work life. When examined simultaneously it was found that negative experiences contributed to stronger value while positive experiences contributed only to stress.

Deosthalee (2000) studied the effect of gender, age and educational qualification and occupational stress experienced by male and female engineers working in different organisations. Results revealed that male engineers experience significantly more stress than their female counterparts.

Deosthalee Pravin (2000) showed that the age has no effect on the stress experienced by engineers. However, the gender as well as the level of education has displayed significant impact on stress: male engineers experienced more stress than that of females whereas the higher the education, the lesser the stress the engineers experienced.

Tyagi and Sen, (2000) suggested that Stress is the most pervasive phenomena in one's life in general and in organization in particular. According to Cooper and Marshal (1978) occupational stress is the by-product of complex industrial organizations. Many researchers have highlighted the importance of cognitive factors in stress (Lazarus and Folkman, 1984; Evans and Carrere, 1991).

Koteswara Rao and Srinivasan (2001) examined differences in perceived organisational culture between executives working in the government and private sector. By using a structured measure, data were collected from subjects comprising 110 from the private sector and 95 from the government organizations. Statistical test reveals significant differences in eight of the ten dimensions of organizational culture.
Sharmishtha Gupta and A.V. Kulkarni (2001) found that Job Satisfaction, Job Involvement and Organizational Role Stress. Results which confirmed that more dissatisfied employees and less, job involved employees experienced greater role stress.

Srivastava and Singh (2001) studied that about 300 technical supervisors operating in a large locomotive workshop. He revealed that occupational stress significantly negatively correlates with job satisfaction and physical as well as mental health.

Bhatia, P., and Kumar, A., (2003) attempted to explore in-depth relationship between total occupational stress pattern, its twelve components and three syndromes of burnout emotional exhaustion, depersonalization and reduced personal accomplishment among supervisor and below supervisor rank staff. About 80 employees were administered Occupational Stress Index and Burnout Inventory. Correlation coefficient was computed and findings indicated that occupational stress was positively correlated with emotional exhaustion and 'depersonalization syndromes of burnout among supervisor as well as below supervisor rank staff, showing that high stress resulted in emotional exhaustion and depersonalization in both the groups. Whereas, negative relationship was obtained between occupational stress and personal accomplishment only in the case of supervisor staff, showing that the high occupational stress from different sources experienced by the supervisor level staff resulted in reduced personal accomplishment.

Martin Loose More and Tom Waters (2004) examined that there is accumulating evidence that stress levels among construction professionals are increasing and that this is manifesting itself in the form of unsafe working practices, higher turnover, lower morale and poorer performance. However, there has been no research into the influence of gender on stress levels in the construction industry. This is despite evidence that the under representation of women may produce higher levels of stress among this part of the workforce. Investigated whether there are differences in sources and levels of stress between male and female professionals in the construction industry. The results indicated that overall, men experience slightly higher levels of stress than women. Although there are common sources of stress for both men and women, there are also some differences. In particular, men appear to
suffer more stress in relation to risk taking, disciplinary matters, implications of mistakes, redundancy and career progression. In contrast, the factors that cause most stress for women were opportunities for personal development, rates of pay, keeping up with new ideas, business travel and the accumulative effect of minor tasks. These differences reflect women's traditional and continued subjugation in the construction industry.

Muhomen and Torkelson (2004) investigated the relationship between coping and health problems in the context of gender and level in the organization in a sample of 279 women and men (100 managers and 179 non-managers) who had similar tasks. The results showed that, contrary to the hypothesis, that when level and gender were controlled for, no relation between problem focused strategies and health was obtained. Instead, the emotion focused strategy of seeking emotional support was associated with fewer health problems, where as focus on emotions, and alcohol, drug disengagement were associated with more symptom. Coping was at least partly related to level. At a managerial level, the men and women used basically the same strategies whereas at a non-managerial level traditionally conceived coping patterns were evident.

Bhatia, P., and Kumar, A., (2005) studied Occupational stress and burnout in industrial employees" aimed at exploring the effect of chronological age and experience/length of service on occupational stress pattern and burnout components in industrial employees, belonging to supervisor and below supervisor level. About 100 employees were selected from textile industries, Bhiwani. Their chronological age ranged from 22-32 years and 33-42 years and their experience/length of service varied from 2-6 years and 7-12 years. Occupational stress index and Maslach burnout inventory were administered on them. The differences in the obtained total occupational scores and three components of burnout scores were workedout by employing t tests. The results indicated that the industrial employees at supervisor rank and below supervisor rank, belonging to higher age group and with more experience/length of service had more occupational stress and consequently they had more emotional exhaustion and more feeling of depersonalization. The reduced feelings of personal accomplishment was found only in the case of supervisor staff.
the below supervisor rank staff did not seem to have feelings of reduced personal accomplishment.

Lancy D’Souza, Gururaj B. Urs, Siddeqowda Y. S. (2005) suggested a comparative study of occupational stress among executives, managers, and engineers. The study aimed at comparing the occupational stress level as experienced by executives, managers, and engineers. The sample consisted of 135 respondents who were white collared employees (69 executives, 42 managers, and 24 engineers) exclusively different from blue and green collared employees, who responded on the occupational stress index (Shrivastava and Singh, 1984). The results revealed that executives have highest role overload and strenuous working conditions. Engineers are said to possess the highest scores in role ambiguity, role conflict, unreasonable group and political pressure, under participation, and powerlessness; lowest scores in low status and overall highest occupational stress. Managers have least strenuous working conditions, as compared to executives and engineers. Strategies for coping with stress have been discussed.

Thomas et al. (2005) suggested that 33 stressors covering various aspects of project implementation, such as organization policies, working relationships, communication and personal factors, are identified and the manageability of the common stressors faced by management of construction projects in Hong Kong is assessed by means of a questionnaire survey. It is shown that the most difficult stressors to manage are "bureaucracy", "lack of opportunity to learn new skills", "work-family conflicts" and "different view from superiors". The results also revealed that the patterns of stress manageability differ among clients, consultants and contractors. The relationships among individual stressors are similarly examined. The extent to which stress effects combine and accumulate when related stressors coexist is also considered.

Renaultmoraes, Swan and Cooper (2006) investigated occupational stress in Brazil have suffered from a paucity of Brazilian stress measurement tools. This article reports a detailed examination of occupational stress among white-collar workers in a medium-sized Brazilian government organization, using a Brazilian-Portuguese translation of the Occupational Stress Indicator (OSI). This indicator is used widely in the UK, Europe and in the US and measures major sources of pressure at work, stress
outcome variables (job satisfaction, mental and physical health) and individual difference variables (Type A behaviour, locus of control, and coping strategies). These individual difference variables are purported to mediate the relationship between the sources of pressure and stress outcomes. Additional independent measures of the stress outcome variables were used along with measures of personal demographics. The findings suggest that these Brazilian workers experience more sources of pressure and use fewer coping strategies than a normative comparison group comprising UK workers, though it is not clear whether these differences are unique to the Brazilian organization in the study or due to differences in stress cross-nationally. Thirty-one to forty-year-old reported greater sources of stress than either younger or older workers, but age did not independently predict stress outcomes. Females tended to report higher sources of stress, poorer health and lower job satisfaction than males, and sex also independently predicted health and job satisfaction on some measures of these variables. Those with degrees reported greater sources of stress and lower job satisfaction than those without degrees, but educational level did not independently predict the stress outcome variables whereas job type did predict job satisfaction, with those in managerial jobs generally being more satisfied than those in clerical or in technical jobs. These latter group workers were the least satisfied and experienced the greatest sources of stress. Other predictors of job satisfaction included locus of control, Type A behaviour and sources of stress from factors intrinsic to the job. In fact, this last variable was important in predicting both job satisfaction and health on all measures of these variables. Other predictors of health included locus of control and sources of stress from the interface between home and work. In general, findings obtained with alternative measures of the same stress outcome variables were consistent, adding convergent validity to the data.

Brenda Yip and Steve Rowlinson (2006) aimed that Coping Strategies among construction professional: cognitive and behavioural efforts to manage job stressors, felt that construction professionals are constantly exposed to varying stressors in their working environment and are likely to experience a high level of job burnout. Burnout threatens the mental and physical health of individuals and also decreases levels of job satisfaction and productivity. Research relating to managing job burnout has so far concentrated mainly on identifying job-related factors which are associated with burnout. Coping strategies affect the cognitive and behavioural efforts an individual
exerts on stressful encounter and are considered to be moderators of burnout. This exploratory study investigated the coping behaviour of construction professionals in their working environment. It was designed to provide fundamental knowledge in deriving the most effective coping strategies for job stressors in the Hong Kong construction industry. A web-based questionnaire was adopted and a total of 342 valid responses were received. Factor analysis revealed that the coping behaviours observed could be satisfactorily described by four dimensions: Rational Problem Solving, Resigned Distancing, Seeking Support/Ventilation and Passive Wishful Thinking. Among these four coping dimensions, Rational Problem Solving was found to be used most frequently and to be explained by the most significant percentage variance. Ongoing research based on these findings will attempt identify the most effective coping strategies associated with low levels of burnout.

Katherine et al. (2007) there is significant evidence that those working in construction are at risk of poor health and well-being due to long working hours, job insecurity, poor work-life balance, low professional worth and temporary teams. There is also a disparate body of evidence which highlights the discrimination experienced by women working in the construction industry. There is, however, a paucity of research exploring gender differences in occupational health and well-being within construction. The current research utilizes standardized measures of occupational health and well-being to identify any gender-determined differences among a sample of architects. A self-completion questionnaire was used to assess job satisfaction, physical health problems, work-life conflict and turnover intentions. Female respondents reported significantly lower overall job satisfaction and significantly higher levels of insomnia and constipation, work-life conflict and turnover intentions. Although further work is needed to understand the causal relationships between variables and the nature of the female architects' dissatisfactions and concerns, the suggestion that women working in the architectural profession are at risk of poorer occupational health and well-being than their male colleagues will be of concern to a profession seeking to embrace diversity.

Appel and Appel (2008) examined participants’ level of emotional exhaustion and coping resources at four life domains (personal, work, couple and family) utilizing Masalach’s burnout model and Olson’s integrated multi system assessment
and health model to assess 220 workers across numerous professions. The study found significant relationship between couple and family, coping and emotional exhaustion.

Omosefe Osarieme Abbe (2008) reported modeling the relationship among occupational stress, psychological/physical symptoms and injuries in the construction industry and opined that the construction industry has one of the highest incidents of fatal and non-fatal accidents/injuries every year. As a high risk industry, there is a need to investigate factors which affect the occurrence of these accidents to be able to protect workers. Traditional approaches to workers’ safety in the construction industry have focused on the physical and biomechanical aspects of work by improving tools, equipment and task completion methods. However, the impact of psychosocial factors, specifically stress as experienced by construction workers is an area of growing research. Research in the area of occupational stress in the construction industry is yielding results that suggest that overall work safety on the construction site, should take into account psychosocial aspects of work. Research is carried out to investigate the relationship existing among occupational stressors, psychological/physical symptoms and accident/injury/near-miss and work days lost outcomes as experienced by industrial construction manual workers engaged in a range of construction occupations. Workers’ perceptions about stress levels on specific elements of work as well as responses about physical/psychosocial symptoms were obtained by administering a questionnaire adapted from previous research. Analysis of the data entailed investigation of relationships through correlation and regression analysis, existing between the levels job stressors as experienced by the workers and (a) Company Accident History (OSHA-300 form) reports (b) Employee self-reported injuries and (c) Lost work days in 12 months prior to the survey. Among the occupations surveyed, pipefitters were at the highest risk for getting injured and responded with the most negative levels of occupational stressors. Some of the occupational stressors significantly associated with self-reported and OSHA logged injuries were training, job certainty and safety climate of the company. The OSHA logged injuries were associated with the occurrence of headaches and feelings of tenseness on the job.
Azman Ismail, Amy and Yao Nek Kamal Yeop Yunus (2009) conducted to measure the effect of occupational stress on job satisfaction using 80 usable questionnaires gathered from academic employees in private institutions of higher learning in Kuching City, Malaysia. Exploratory factor analysis and confirmatory factor analysis were used to assess the survey questionnaire data and found that the measurement scales met the acceptable standards of validity and reliability analyses. Next, a stepwise regression analysis was used to test the research hypotheses and the outcomes of this regression analysis showed two important findings: first, physiological stress significantly correlated with job satisfaction. Second, psychological stress insignificantly correlated with job satisfaction. This result demonstrates that level of physiological stress has increased job satisfaction, and level of psychological stress had not decreased job satisfaction. Further, the study confirms that occupational stress does act as a partial determinant of job satisfaction in the stress models of the organizational sector sample. In addition, implications and discussion are elaborated.

Lath (2010) defined stress as any challenge that exceeds the coping abilities of the individual. From the occupational perspective, stress has also been defined as the physical and emotional responses that occur when workers perceive an imbalance between their work demands and their capability to meet such demands. In other words, stress is a harmful physical and emotional response that can occur when there is conflict between job demands on a worker and his/her capacity to meet such demands (Brown, 2001; Lath, 2010). The general inference that can be drawn from the foregoing definitions is that stress can be considered as an inevitable and unavoidable component of life. It can also be inferred that occupational or work stress is the type of stress experienced as a direct consequence of a person’s occupation. Therefore, in this study, work stress is viewed as a human perception of conditions that scare, excite, annoy, threaten or strain individuals as a result of their occupation.

John Wells (2011) suggested the impact of stress amongst health Professionals. It is a truism to say that a defining characteristic of modern life is ‘stress’, though its subjective nature and the many meanings attached to it both by lay people and with in clinical literature (see an example of the challenges in measuring
such individualized perceptions in Witteman et al.’s paper on illness perception in this edition) can make its study a complex undertaking (Bergman et al., 2009). Nevertheless, the experience of ‘stress’ can have a significant negative impact on health (Nako, 2010). This edition of the Journal of Mental Health has a special focus on what is increasingly becoming a significant societal issue work-related stress, interventions to address it and the promotion of mental well being.

Ibem, E.O.et al. 2011) Examined stress factors among professionals in the building construction industry in Nigeria. The study involved the administration of a questionnaire to 107 professionals including architects, builders, civil/structural engineers and quantity surveyors randomly selected from 60 ongoing building projects in Anambra, Ogun and Kaduna States, Nigeria. The data were analysed using descriptive statistics, and findings show that the principal sources of stress were high volume of work, uncomfortable site offices, lack of feedback on previous and ongoing building projects, and variations in the scope of work in ongoing building projects. The paper suggests that taking responsibility for work which one has adequate capacity to handle, establishing realistic budgets and time frames for project delivery, provision of spatially adequate, visually and thermally comfortable site offices, adoption of appropriate job design practices and education of professionals in stress management will reduce the incidence of stress among professionals in the building industry in Nigeria.

Akintayo, D. I (2012) investigated the impact of occupational stress on psychological well-being and workers’ behaviour in manufacturing industries in South-West Nigeria. This was for the purpose of ascertaining the relationship among occupational stress, psychological well-being and workers’ behaviour. A total number of 435 respondents were selected for the study using proportionate purposive sampling technique. Three sets of questionnaires titled ‘Occupational Stress Assessment Scale (OSAS), Psychological Well-Being Scale’ (PWBS) and Workers’ Behaviour Scale (WBS) were used for data collection. The four hypotheses generated for the study were tested using Person Product Moment Correlation and t test statistical methods. Results revealed that there was a significant influence of occupational stress on psychological wellbeing of the respondents. Also there was a significant influence of occupational stress on workers’ behaviour (job
satisfaction, job commitment and compliance to organizational control. A significant difference was not found in the perception of male and female respondents on the influence of occupational stress on their psychological well-being. Based on the findings of the study, it is recommended that organizational support system that could combat the physical, social and psychological effects of occupational stress on workers’ psychological well being and their behaviours should be provided at workplace. Also, industrial counseling services should be introduced in work organizations in order to provide therapeutic services that tend to foster reduction in the effects of occupational stress on workers’ psychological well being.

Singh Indoo and Jha Ajeya (2012) examined that Emotional Intelligence and Occupational Stress among the Faculty Members of Private Medical and Engineering Colleges of Uttar Pradesh: A Comparative Study. Prior studies have revealed that emotional intelligence (EI) helps in managing the stress in personal as well as professional life. But the scope of the earlier studies was mostly limited to corporate sector and in the field of education they were limited to the stress in the school teachers. This study tries to find the correlation between emotional intelligence (EI) and occupational stress in the faculty members of private medical and engineering colleges, as the courses related to these two fields are considered to be the most stressful. The purpose is also to see if there is any organizational and gender difference in the two variables under study. Better stress management leads to better efficiency in any field of work. Hence it can be assumed that if the faculty members have better EI, they will feel less stressed and will eventually have better teaching performance especially when we talk about private colleges where the demand and expectations of the students, parents and management are very high. The present study revealed a strong correlation between emotional intelligence and occupational stress of the faculty members. It also revealed a significant difference in the EI of the medical and engineering faculty members with latter having higher EI but the difference in their occupational stress index (OSI) scores was insignificant. Gender wise difference on the scores of OSI and EI was also not significant.
Bellamkonda Raja Shekhar and Syed Samiullah (2013) studied Social self-efficacy and psychological strain among the Indian managerial employees in different sectors. In this investigated the role of social self-efficacy and psychological strain among various managerial employees in different sectors across the levels and job tenures in India. The sample included 400 managerial employees from several organizations. The results of the ANOVA were significant for few variables. Duncan multiple range test was conducted to know the significant differences among the groups for both social self-efficacy and psychological strain. Study found the strong relationship between social self-efficacy and psychological strain. Discussions are made based on the results of the survey.