2

REVIEW OF LITERATURE

Humor, a great stress reliever! Laugh, be happy and have less stress!
~ Catherine Pulsifer

The literature pertaining to the study on, “Stress Management of White Collar Women in Expanding Families”, are reviewed under the following headings:

2.1. Stress in the Current Scenario
2.2. Multiple Roles and Life Balance of Professional Women
2.3. Career Women and Challenges in Changing the Nature of Stress
2.4. Strategies for Managing Stress
2.5. Research Highlights

2.1. Stress in the Current Scenario

Stress in the current scenario is considered to be universal and people in almost all walks of life experience stress to a very great extent. The ancient Indian literature such as the Vedas, prescribe men as the breadwinner and the sole provider for the family while women played a subordinate role of being an obedient, devoted and dutiful wife, nurturing and loving mother in the family social structure. Women were expected to work only at home whereas outside work seemed to be mandatory for men. The expected gender roles play a major role as far as Indian society is concerned (Wesley et al., 2009).

Stress is a term basically used in physical science which means pressure of one object on another. As per the medical explanation, the stress is the body’s general response to environmental situation. Stress is defined as any influence which disturbs the natural balance of a person’s body or mind, including physical injury, disease, deprivation and emotional disturbance (Wingate, 1988). Stress is also defined as a negative emotional experience.
accompanied by predictable biochemical, physiological, cognitive and behavioral changes that are directed either towards altering the stressful events or accommodating to its effects (Baum, 1990).

Stress refers to a feeling of emotional or physical tension (Steptoe, 1997). Lazarus and Folkman (1999) defined stress as “a particular relationship between the person and the environment that is appraised by the person as taxing or exceeding his or her resources and endangering his or her well-being”. Stress is an imbalance between demands made on an individual from external source that makes one to feel frustrated, angry or anxious (Ballas, 2005 and Mishra, 2004). According to Kalyx (2005), stress is a physical or psychological stimulus that can produce mental tension or physiological reactions to an unacceptable disparity between real or imagined personal experience and personal expectations that leads to illness.

Stress is a general term applied to various psychologic (mental) and Physiologic (body) pressures experienced or felt by people throughout their lives (Steptoe, 1997). Not all stress is bad. Stress can make life more exciting. It can motivate people to make needed changes or to figure out a problem. Good stress can make a person feel both nervous and excited at the same time. It can cause a person to feel frightened or nervous leading and motivating to accomplish a difficult task or take it as a challenging project. Experts call good stress as eustress, or positive stress. Bad stress referred as dis-stress or negative stress cause people to feel constantly nervous, angry, scared, or sad. This type of stress can be unhealthy (Gregson, 2001). There are three terms which are used synonymously to denote this phenomenon namely stress, strain and pressure (Selye, 1974). Stress is the reaction people have to excessive pressures or other types of demand placed on them (HSE, 2008).

The causes of stress can be environmental, social, biological or psychological factors that challenge an individual to change or adapt (Bourne and Yaroush, 2003). Environmental and social factors include the environment of a workplace and relationships with others whereas biological and psychological factors encompass the nutritional status, emotional wellbeing and
overall health levels of an individual (Gazzaniga et al., 2010). The body’s reaction to stress involves psychological and physical arousal leading to physical and mental health impairments (Melchior et al., 2007).

Causes for work related stress that is frequent and specific for women in both industrialised as well as in developing countries are the double role they have to play both at home and work. The difficulty in balancing these roles and the gender roles of society and the need for an independent role against the need to conform to social expectations, and the sexual harassment at work, which is mainly directed at women at work, and gender based discrimination cause stress. Stress is caused whenever any event, internal or external, is perceived as making demands over and above the resources possessed by women. Stress makes a person more susceptible to disease, which aggravates the existing illness or chronic condition such as heart disease, depression, ulcers, irritable bowel disease, diabetics and the common cold and urinary tract infections. Responsibilities at work and family responsibilities such as care for a sick child or an elderly relative, or commitments to family and friends, spill-over effects between work and home responsibilities showed to be one of the best predictors of psychological strain among women workers across hierarchical levels and sectors (Cedillo and Scarone, 2005).

Further indirect factors influence the degree of work-related stress such as access to the general practitioner or occupational health physician and relevant professionals. Women in workplaces generally experience and express stress-related problems more than men (Kauppinen et al., 2003). Causes of work stress include unhappiness in job, having a heavy workload or too much responsibility, working long hours, having poor management, unclear expectations of your work, or no say in the decision-making process, working under dangerous conditions, being insecure about your chance for advancement or risk of termination and facing discrimination or harassment at work (Giuffrida et al., 2001).

Life stresses such as death of a loved one, divorce, loss of a job, increase in financial obligations, getting married, moving to a new home chronic
Revie

Review of Literature

illness or injury, emotional problems like depression, anxiety, anger, grief, guilt, low self-esteem, taking care of an elderly or sick family member and traumatic event, such as a natural disaster, theft, rape, or violence against loved one can have a great impact. Sometimes the stress comes from inside, rather than outside. Besides factors such as fear of uncertainty, attitude and perceptions and unrealistic expectations can lead to stress (http://www.webmd.com/balance/guide/causes-of-stress). Stress is an emotionally upsetting condition, which affects mind, body and behavior.

The signs and symptoms of stress vary from person to person; but all have the potential to harm ones health, emotional well-being and relationships with others (Barsade, 1997). The signs and symptoms of stress indicate that a person is unable to cope with stressors and thus homeostasis is disturbed. Muller (2005) says that stress symptoms or indicators of stress are classified into four types such as stress affecting body (physical symptoms), stress affecting mind (intellectual symptoms), stress makes feel (emotional symptoms) and stress forced to perform act (behavioural symptoms).

Physical Symptoms include increase in heart beat, sweating, cold skin, cool hands and feet, feeling nausea or butterflies in stomach, rapid breathing, tensed muscles, dry mouth, desire to urinate, diarrhea and perspiration (Benjamin, 2008). In addition change in appetite, frequent cold and illnesses such as asthma, back pain, digestive problem, headache, skin eruption, sexual disorder, aches and pains, feeling of intense tiredness, Migraine or tension headaches, Digestive problem, heart burn, shallow breathing, sweaty palms and muscular are other physical symptoms (Ballas, 2005).

Intellectual Symptoms indicate confusion, difficulty in making decision, poor judgement, misunderstanding, and thoughts of escaping, and problems with memory (Muller, 2005). Inability to concentrate, developing negative attitude, constant worrying, loss of objectivity and fearful anticipation are the other symptoms (Ellen et al., 2007). Emotional Symptoms result in increased fear of failure, feeling of anger, jealousy, feeling overwhelmed, desire to cry, inability to relax, sense of loneliness and isolation (Chaube, 2005). In addition,
less interest in hobbies fun, sudden shifts in mood, frustration, over sensitivity, short temper, anxiety, depression, agitation and restlessness are observed (Taylor, 1995 and Wein, 1991). Emotional stress occurs, when situations are considered difficult to manage and demand exceeds the personal and social resources, which is too much for the person to cope. Different people consider different situation as stressful (Lazarus, 1989 and Baly et al., 1987).

Behavourial symptoms of long term Stress include eating more or less, sleeping too much (hypersomnia) or too little (insomnia), isolating from others, grinding teeth or jaw clenching, picking fights with others, unexpected over reaction, talking too fast or too loud, yawning, nail biting, being irritable, aggression, more forgetful, making more mistake, procrastination, neglecting responsibilities and night mares (Ellen, et, al 2007). In addition other symptoms are work performance alteration, change in attitude and behaviour and alteration in relationships at work (http://www.docs.csg.ed.ac.uk/Safety/health/stress_managers.pdf).

Stress can be classified into three groups’ good stress or eustress, bad stress or distress and neustress. Eustress is a type of short-term stress that provides immediate strength. Eustress arises at points of increased physical activity, enthusiasm and creativity. It is a positive stress that arises, when motivation and inspiration are needed to meet challenges and is necessary for survival and progress in life which has a happy ending (Hanish, 2007; NCHW, 2006 and Greenberg, 2004). Distress is a negative stress which creates feelings of discomfort and unfamiliarity (NCHW, 2006). It is a psychological condition occurring, enabling the person to cope with the demands being made on them (Kent, 1997). When stress gets out of control it becomes bad stress or distress which bring out the weakness and making the person vulnerable to fatigue and illness (Hanish, 2007). Neustress is a stress which has neither a happy or positive ending nor a sad or negative ending (Wai, 2003).

Kalyx (2005) classified distress into acute stress and chronic stress. Acute stress is an intense stress that arrives and remains for a short time and disappears quickly. This is due to over pressure, meeting deadlines pressure or
Review of Literature

minor accident, over exertion, increased physical activity or searching something that is misplaced. This is common in people who take responsibilities and are overloaded or overworked and disorganized. Chronic stress is the most serious of all the other types. Chronic stress is a prolonged stress that exists for weeks, months or even years. Chronic stress affects the body for a long period of time (Stress Focus.com, 2008). People with chronic stress have stress hormones that are working overtime. After a while their body weakens and grows tired. Chronic stress leads to high blood pressure, heart problems, and finally to stroke (Gregson, 2001).

Stress is further classified in different ways by various authors. According to Insel and Roth (1991) physical stress is due to accidents, burns, surgeries, hunger, thirst, heat, pain, cold lack of sleep and terminal illness which make demands on entire physiology. Psychological stress occurs independently or as a reaction to the physical stress such as fear, anxiety, worry, anger, frustration, loneliness, academic failure etc. Environmental stress occurs due to polluted air, over population, natural disasters, religious prejudice etc., According to NCHW, (2006) Stress is grouped under hyper stress, hypostress and periodic stress. Hyperstress occurs, when an individual is pushed beyond the capacity to handle matters which may result due to overloaded or overworked. Hyperstressed, person trigger into strong emotional response. Hypostress is the opposite of hyperstress. Hypostress occurs when an individual is bored or unchallenged. People who experience hypostress are often restless and uninspired (Arora, 2007).

The elements that cause stress are called stressors (Gregson, 2001). Stress as a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize, says Lazarus (1989). Stressors may be defined as stimuli that are required by a person to make some form of adaptation or adjustment (Taylor, 1997). Stressful events are also called as stressors; such events include noise, crowding, bad relationship etc., (Baum, 1990).
Stressors can be classified into four type normative or non normative stressors, external or internal stressors, short term or long term stressors and stressors with norms or normless stressors. Normative or generic stressors refer to events that are common in all families like marriage, death of elderly members, which adolescent must confront (Bryan, 1995). Other family stressors are non normative or typical, that refer to those events which can occur at any time such as parental divorce, death of loved ones, conflict in family and sudden loss of income (Kathryn, 2005). Stress differs according to whether the stressor originates from inside (internal stressors) or outside the family (external stressor). External stressors originate in ones environment which include environment such as too hot or too cold or trauma, hard labor causing pain and abusive situation etc., (Teengrowth.com, 2008). Sources of external stress include family, school, peer relationships, societal rules and world events (Levine, 2005). Internal stressor is the second category of stress which includes physical stressor representing severe illness and intense worry related to isolation, (Teengrowth.com, 2008).

A short term stressor such as a fractured leg or scoring low marks in exam creates stress for a limited time. Stress can be extremely painful; but the family may return to its normal pattern of interactions, once the short term stressor is eliminated. Long term stressors are generally more disruptive and require considerable family adjustment. Society often provides norms or guidelines that assist in coping with stressors (Bryan, 1995).

Individuals may be more vulnerable to stress in central life domains than in peripheral ones. According to Taylor (1999); Swindle and Moss (1992), Negative events more produce more stress than positive events, uncontrollable or unpredictable events are more stressful than controllable or predictable event. Ambiguous events are often perceived as more stressful than clear cut events, overloaded people are more stressed than people with fewer tasks to perform.

In the developing countries the companies often lack the resources and infrastructure to protect their workers from work-related stress and their groups
of workers are difficult to reach both in terms of information dissemination and assistance. In developing countries, context often plays an important role in determining their perception, attribution and behaviour and it is often believed that the cause and control of outcomes is determined by external circumstances. Such cultural aspects influence people to perceive good working conditions. When the only choice is to accept authority or to lose one’s job, workers often accept substandard working conditions, because they know it is an employer’s market.

Work-related stress is a pattern of reactions that occurs when workers are pressed with work demands that are not matched to their knowledge, skills or abilities and which challenge their ability to cope. When there is a perceived imbalance between demands and environmental or personal resources, reactions such as physiological responses (for example increased heart rate, blood pressure, hyperventilation, as well as secretion of 'stress' hormones such as adrenaline and cortisol), emotional responses (for example feeling nervous or irritated), cognitive responses (for example, reduction or narrowing of attention and perception, forgetfulness), and behavioural reactions (for example aggressive, impulsive behaviour, making mistakes) occur. Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope (Westman, 2005).

State of stress makes one to feel tense, concerned, less vigilant and less efficient in performing tasks. Stress is strong when a person's ability to control demands at work is threatened. Concerns about successful performance and fear of negative consequences evoke powerful negative emotions of anxiety, anger and irritation. The experience of stress is intensified if no support or help is available from colleagues or supervisors. Therefore, social isolation and lack of cooperation increase the risk of prolonged stress at work, as well as the related negative health outcomes and increased accident risk. Stress has become a major concern for many organizations which can affect tremendously. Cox (2002) said work-related stress is currently one of the greatest challenges to the health of working people and to the healthiness of their work.
organizations." The main causes of work-related stress include high work pace, time pressure, lack of control, low participation, little support from colleagues and supervisor, poor career developments, job insecurity, long working hours, low income and sexual and/or psychological harassment. Similarly the work-home interface includes conflict of responsibilities and roles, particularly for women at home and at workplace. Family exposed to work-related hazards, domestic violence, physical assault, rape and difficulties in daily life logistics, overcommitted and lack of self confidence is also responsible for causing stress.

Women in workplaces experience and express stress-related problems more than men (Kauppinen et al., 2003, and Giuffrida et al., 2001). Work related stress is frequent and specific for women in both industrialised as well as developing countries. Since they have to play double role both at home and work, balance these roles. The gender roles of society and the need for an independent role against the need to conform to social expectations, the sexual harassment at work, mainly directed at women at work reflect in lower wages and higher job requirements.

There is a growing concern that stressful working conditions interfere and set the stage for injuries at work resulting in suicide, cancer, ulcers, and impaired immune. Studies suggest a relationship between stressful working conditions and health problems. However, more research is needed before firm conclusions can be drawn (Encyclopaedia of Occupational Safety and Health).

2.2. Multiple Roles and Life Balance of Professional Working Women

Today women are in a state of transition caught between the illusory safety of traditional role on one hand and the challenge to realize their potential outside on the other hand. Women, have a lot of balancing to do between home and workplace, and between social and personal requirements. A woman is constantly under stress either at home or at work place. There are many facets in working mother's lives that subject to stresses. They deal with home and family issues as well as job stress on a daily basis. Imbalance between work and family life arises due to a number of factors. Various factors appear to strengthen the brunt of pressure on women. Frequently household duty involves
protecting family members: the children, the sick and the elderly. Even where men play role in the caring function, usually it is the woman who is the initial career, although she may suffer additional health risks. ‘Work-family spillover’ is the result of performing multiple roles and this will be accused when the demands from family and home life, interfere with women’s ability to perform effectively in the workplace. Having to juggle multiple roles and effect of the pressures from work on one’s attitude and behavior within the family also may lead to ‘work-family spillover’ (Younkin, 2010).

The widespread entry of females into the labour force is a characteristic of the past decades. Females are increasingly entering the workforce to contribute financially to the family survival. They are not only entering the work force in greater numbers but also remaining in the work force throughout their child-bearing and child-rearing years (Lim, 2009). Even with the changing societal trends and expectations, it is still ‘expected’ that working females should assume the traditional role of a homemaker (Nair, 2011). The added elements of motherhood in some working females increased the possibility of acute dual-role or multiple role stress as a mother, employee and spouse or partner (Kline and Snow, 1994). Women taking up employment, has resulted in certain adjustments in the interpersonal relationships between the members of the family have become necessary (Shobavathamma, 1991).

At home maintaining relationships, making ends to meet are factors that can cause stress. The major issues are maternity, menopause, parenthood, gender roles, conditions at home and workplace, familial and social support, often blight women’s lives in the long run. At work place coping with demands, time management, and completion of tasks before the deadlines are the problems which need to be handled skillfully. Stress is the reaction of excessive pressure or demand placed on them. A recent survey showed that 70-90 percent of women feel stressed at work place and outside. Depression, the only one type of stress reaction, that is predicted to be the leading occupational disease of the 21st century, responsible for more days lost at work place.
Maskowska (1995) studied psychosocial determinants of stress and well-being among working women. Women in India experience considerable pressure, during peak hours. Earlier research in India showed that husbands did not participate in the activities of the family in dual career families (Wesley et al., 2009). The dual-career life style is on the rise and the joint and the extended families are being replaced by nuclear families. As a result, a new picture in marital life is emerging (Patra and Suar, 2007). The needs of dual career families are completely different from joint family system families. The way children are brought up, care provided to elders play a major role in their lives, changing the dual career nuclear families completely.

One area that has not received the same level of attention especially in the context of Indian Woman Professionals’ is the relation between career decisions and family responsibilities. Men are no longer considered to be the sole 'economic provider' for the family. With the rise in females' education, their psychological need to develop self-identity, materialistic orientation, status consciousness, and the rising cost of living, even married women are entering into professional careers, and at the same time taking care of the family members. In Western country husbands are reported to spend 10 - 15 hours less each week on home and childcare tasks than full-time employed mothers, giving husbands a combined weekly job-home load of 68.92 hours and wives 83.91 hours (Googins and Burden, 1987). This study supports that, in developing countries and developed countries women are greatly bonded to family responsibilities. Another research also pointed out that women in dual career families assume primary responsibilities at home and child-care activities. Even though Indian husbands are supportive of their wives’ participation in the workforce, they are yet to assume responsibility for sharing domestic chores (Wesley et al., 2009).

In many countries, a white-collar worker is a person who performs professional, managerial, or administrative work. White-collar work is performed in an office, cubicle, or other administrative setting. Other types of work are those of a blue-collar worker, whose job requires manual labor and a pink-collar worker, whose labor is related to customer interaction, entertainment, sales, or
other service-oriented work. Many occupations blend blue, white and pink (service) industry categorizations. Formerly a minority in the agrarian and early industrial societies, white-collar workers have become a majority in industrialized countries due to modernization and outsourcing of manufacturing jobs (Herbert, 2003).

The American middle class is a social class in the United States (Thompson et.al, 2005). While the concept is typically ambiguous in popular opinion and common language use, contemporary social scientists have put forward several more or less congruent theories on the American middle class, which constitutes 25% to 66% of households (Chinni, 2005). One of the first major studies of the middle class in America was the White Collar: The American Middle Classes, published in 1951 by sociologist Wright Mills and later sociologists Dennis Gilbert of Hamilton College divided the middle class into two sub-groups. Constituting roughly 15% to 20% of households is the upper or professional middle class consisting of highly educated, salaried professionals and managers. Constituting roughly one third of households is the lower middle class consisting mostly of semi-professionals, skilled craftsmen and lower-level management of managers (Thompson et.al, 2005). Middleclass persons commonly have a comfortable standard of living, significant economic security, considerable work autonomy and rely on their expertise to sustain themselves says Dennis (1998).

Six common life roles identified by Super and Sverko (1995) indicated that the need to balance these different roles simultaneously is a reality for most individuals at various stages throughout their lives. Rather than following a transitional sequence from one role to another, women are required to perform an accumulation of disparate roles simultaneously, each one with its unique pressures (Kopp and Ruzicka, 1993). Multiple role-playing has been found to have both positive and negative effects on the mental health and well-being of professional women. In certain instances, women with multiple roles reported better physical and psychological health. In other words, they cherished motivational stimulation, self-esteem, sense of control, physical stamina, and bursts of energy (Doress and Wortes, 1994). However, multiple roles have also
been found to cause a variety of adverse effects on women's mental and physical health, including loss of appetite, insomnia, overindulgence, and back pains (Hughes and Glinsky, 1994).

Women have difficulty working in different roles and even multiple roles as a supervisor in work, and a parent at home has lead to stress (Grandey et al 2009). In 1991, Nelson Horchler conducted a survey and discovered that only 36% of the respondents rated a job as the most important priority in their lives (Nelson Horchler, 1991). Work-family conflict, as a source of stress, has been linked to many undesirable effects. Among these are increased health risks for employed parents, poorer performance of the parenting role, decreased productivity at work, and reduced life satisfaction (Duxbary and Higgins, 1991).

Working women compose an increasingly large proportion of the U.S. work force. They also face high risk from job-related stress, musculoskeletal injuries, violence, and other hazards of the modern workplace, concludes the National Institute for Occupational Safety and Health (NIOSH) report. In many respects, the risks are higher than those for male workers. Research from the University of New South Wales indicates that married women with children still perform most of the household chores. Again it is well displayed that due to the work and technological patterns women in developing counties involve themselves in paid work in addition to their household chores (Lai, et al 1996). Due to dual role and responsibilities women face additional work load and physical strain hence modern stress coping strategies should be incorporated to improve their work efficiently.

Women working in two different environments of home and outside are prone to depression because they bear the double burden of housework and a job outside the home. Both are vastly different from one another. Stress arising from marital relationships is manifested in chronic disorders such as depression, insomnia and hypertension. India being a traditional society, women are expected to stay at home and do house work. Their doing job comes in conflict
with the values that may cause marital maladjustment. Our society is man-oriented society and woman is expected to perform all the duties at office as well as at home.

Nearly everyone agrees that job stress results from the interaction of the worker and the conditions of work. According to the NIOSH view, exposure to stressful working conditions can have a direct influence on worker safety and health individual and situational factors intervene to either strengthen or weaken the influence. Occupational stress can be physical and emotional responses that occur when the requirement of the job do not match the capabilities, resources or needs of the worker (Al-Hussami, 2008). Occupational stress is chronic conditions caused by situation in the workplace that negatively affect an individual's job performance and their overall wellbeing (Yahaya et al., 2009). Work and family balance issues, are stressors for women in the workplace. The job stress has been linked with depression, musculoskeletal disorders, cardiovascular disease and burnout (Abdullah et al., 2008). Many job conditions cause stress among women. The jobs conditions include little control over work; role ambiguity and conflict; poor relationships with coworkers and supervisors; heavy workload demands; job insecurity and work that are narrow and in addition repetitive and monotonous.

Work-related stress in developing countries is often made worse by a broad spectrum of factors outside the work environment from gender inequalities, poor paths of participation and poor environmental management of industrial pollution to illiteracy, parasitic and infectious diseases, poor hygiene and sanitation, poor nutrition, poor living conditions, inadequate transportation systems and general poverty. Work-related stress is a pattern of physiological, emotional, cognitive and behavioural reactions to some extremely taxing aspects of work content, work organization and work environment, leading to a feeling of tense and distressed feel which they cannot cope.

A survey report of the British women in a health magazine reported that juggling the dual roles of mother and worker is extremely hard. Findings include over 60 percent of working mothers feel they take out their stress on their
families and half of all working mothers preferred to be full-time mothers, while around one fifth like to work from home. Nearly eight out of 10 working mothers said they would quit their jobs if they could. (http://wzar.unizar.es/servicios/acceso/accespau/exame/11junio/ingle.pdf).

Research from the University of New South Wales indicates that married women with children are worse off than ever before, which is why they are initiating divorce in higher numbers and having fewer children (Moyes, 1991). Working mothers perform most of the household chores. Full-time mothers and women who work full-time have similar working hours, working mothers work more hours (paid and unpaid) than working fathers. Mothers who work part-time have the longest working hours of all and most divorces are initiated by women.

Today most of working mothers are expanding their lives to include a career; besides maintaining their traditional roles at home. This combination of housework and career-work is the reason why working mothers today have more stress than working fathers (Hoffman, 1986). Generally, stressful events are thought to influence the pathogenesis of physical disease by causing negative affective states (e.g., feelings of anxiety and depression), which in turn exert direct effects on biological processes or behavioral patterns that influence disease risk (Cohen et al., 1995). Effects of stress on the regulation of immune and inflammatory processes have the potential to influence depression; infectious, autoimmune, and coronary artery disease; and at least some (e.g., virally mediated) cancers (Glaser et al., 2002).

According to a recent “Retaining Women in the Workforce” 2012 survey conducted in Malaysia where 824 professional men (30.5%) and women (69.5%) responded, revealed that only 30% of Malaysian employers who participated in the survey had flexible work arrangements policy for working mothers and only 7% had childcare support facilities (Talent Corp, 2012). In addition, it was also reported that 60% of the respondents perceived lack of gender equality practices at their workplace. Furthermore, 65% and 43% of the respondents attributed the main reasons for leaving the workforce to the difficulty of attaining work-life balance and increased family commitments. The
survey further highlighted that organisational support such as career development opportunities, flexible working hour, training and mentoring programmes play a major role in supporting the working mothers. Hence, it can be presumed from this survey that working mothers were experiencing not only work stress and little organisational support but also stress from family commitments.

Employers assume that stressful working conditions are necessary for the companies to turn up the pressure on workers and set aside health concerns to remain productive and profitable in today’s economy. Stressful working conditions are actually associated with increased absenteeism, tiredness, and intentions to quit their job. An increasing number of articles have promoted the importance of work–life balance. This highlights the current concern within society and organizations about the impact of multiple roles on the health and well-being of professional women and its implications regarding work and family performance, and women's role in society.

Stress is a natural physical and mental reaction to both good and bad experiences that can be beneficial to health and safety. Stress can be triggered by the pressures of everyday responsibilities at work and at home. Although individual and organizational characteristics play a role in the development of work-related stress, the majority of work-related stress results from the interaction between the worker and the conditions of work. These differences are important, since they suggest and lead to different ways to prevent the source of stress at work.

2.3. Career Women and Challenges in Changing the Nature of Stress

Modern working life changes constantly due to rapid scientific and technological advances. Consequently, rapid changes have to deal with increased demands of learning new skills, the need to adopt new ways of working, the pressure of the demand for higher productivity, demands for increased quality of work, increased time pressure and hectic jobs, higher job competition, increased job insecurity, less benefits and less time for co-workers and socializing. Individual characteristics, such as personality, values, goals,
age, gender, level of education and family situation influence an individual's ability to cope with demands imposed upon him or her. These characteristics interact with risk factors at work and either exacerbate or buffer their effects. Physical and psychological characteristics, such as physical fitness or a high level of optimism, act as precursors or buffer in the development of stress reactions and mental health problems. On the one hand, workers dealing with bad working conditions will be more experienced and self-confident to overcome similar conditions the next time they have to deal with them.

Globalisation is defined as “an increase in the total world economic activity as a consequence of the liberalization of trade and the elimination of the hindrances to the transfer of capital, goods, and services across the national border”. Effects of globalization are seen at the international and national level. At the international level, increased economic transaction, foreign investment, and increased world trade are the key operators in the process of globalisation. At the national level, fragmented companies and smaller independent decentralized units, outsourced activities to smaller units, more flexible work organization and industrial relations (specifically contracting agreements) play key role. Globalization and commercial agreements with developed countries and the World Bank rules have resulted in a decrease in investment in agricultural activities. A decade back, employees used to have fixed working hours or rather a 9 to 5 job from Monday to Friday. The boundary between the work and home has disappeared with time. The advent of globalization makes the people to work across the countries.

Deregulation has also been the requirement during the globalization process, which has been translated into less protection of worker’s rights, particularly health and retirement benefits, as well as less job security. As a consequence, along with the population growth, increased unemployment and under-employment has resulted and people accept substandard jobs. Furthermore, for individuals in developing countries, context often plays an important role in determining their perception, attribution and behaviour and it is often believed that the cause and control of outcomes is determined by external
circumstances. Such cultural aspects influence what people perceive as good working conditions. Overwhelming problems linked to globalization are unemployment, under and self-employment, precariousness of working conditions due to new systems of work organization and liberalization of the industrial relations.

Globalization has led to growing inequality and decreasing prioritisation of social aspects in many parts of the world (Rantanen, 2000). In other words, globalization and deregulation has resulted in increasing the gap between the rich and the poor, and in excluding and marginalising the general worker, particularly in developing countries. Cultural aspects need attention when dealing with work-related stress in developing countries. For example, spirituality and religion, next to community rituals are often more important than acquisition of material possession or money. For women workers, social resources for taking care of their families are usually available in the formal economic sector. Globalization and New Economy burdened the single earner of the family which not only made people realize the need for dual earning but also gave opportunity to work. The paradigm shift in participation of women in workforce started in 80s, though, last one decade alone has seen a heavy flux of situation. It was reported that there is a 40% increase in women in paid labour force (Nath, 2000).

Work-related stress in developing countries is often made worse by a broad spectrum of factors outside the work environment from gender inequalities, poor paths of participation and poor environmental management of industrial pollution to illiteracy, parasitic and infectious diseases, poor hygiene and sanitation, poor nutrition, poor living conditions, inadequate transportation systems and general poverty. However, resources for the daily life logistics are not updated with the technology applied to community and private services in most of the developed countries, such as payment of bills by mail, phone or internet. Even when this type of services exists in some countries, the majority of workers do not have access to them. Therefore, daily routine tasks can be time consuming and daunting.
Globalisation intends to provide more jobs for workers in developing countries, and this work in return contributes to the national income of the country, which in turn finances for health and social services, training and education, research cultural services, and other national activities. However, developing countries face the challenge of dealing with the changing nature of work, such as the increasing fragmentation of the labour market, the demand for flexible contracts, increased job insecurity, high work pace, long and irregular working hours, low control over job content and process, and low pay, together with new occupational hazards accompanying the old and new industries and technologies.

The level of development in most of the developing countries implies drastic differences between urban and rural areas in the availability of resources, income and jobs. However, developing countries face the challenge of dealing with the changing nature of work, such as the demand for flexible contracts, increased job insecurity, high work place, long and irregular working hours, low control over job content and process, low pay, together with new occupational hazards accompanying the old and new industries and technologies. Modern working life also changes constantly due to rapid scientific and technological advances. Consequently, rapid changes in production systems take place and the employees have to deal with increased demands of learning new skills, adopt new ways of working, pressure and demand for higher productivity, increased quality of work, time pressure and hectic jobs, job competition, job insecurity and less benefit and less time for co-workers and socialising. These various global changes lead to increasing demands on workers. Resulting in work related stress and workers unable to deal with demands. Repeated occurrence of stress leads to negative effects on workers and the companies they work for. Work-related stress leads to varying health problems affecting physiological and psychological health, as well as the worker’s cognition and behaviours (Cox, 1993).

Work-related stress affects corporate performance due to costs associated with increased absenteeism and staff turnover, reduced performance and productivity, increased unsafe working practices and sickness...
(Kuzmina et al., 2001). Although we can now document an array of research on the magnitude of causes and consequences of work-related stress in developed and industrialized countries, work related stress is still a problem which is far from being resolved (Levi, 1981). Physical as well as psychosocial hazards can affect health through psycho-physiological, as well as psycho-chemical pathways (Levi, 1984). Due to globalisation and changes in the nature of work, people in developing countries have to deal with increasing work-related stress. In industrialized countries people are becoming more familiar with what work-related stress is and how to manage it (WHO, 2005; WHO, 2003), however, in developing countries, this may not yet be the case.

As indicated previously, for developing countries, as well as for countries ‘in transition’ no specific national data on work-related stress is available. Therefore, tension and work related pressure, responsibilities at family makes an individual difficult to find balance between work and personal life. Professional working in BPO industry, top executives, doctors, nurses, bank employees, and IT professionals are the few examples who are facing the brunt of hazard constantly. Today, Industries have realized the importance of the work life balance of their employees. Organizations are setting up policies for maintaining a work life balance. They are going in for innovative methods to keep their employees happy and satisfied, as it makes office a better place to work and also positively impact productivity.

**Stress in multinational companies**

In the Multinational companies particularly in the Information Technology industry, the likelihood of being exposed to stressful situations is more evident among the professional. Stress in multinational companies is seen as modern society’s illness and reported by professional. A career in IT is increasingly marked by struggle against deadlines, rapid mobility across projects, and frequently changing relationships at work and the shock style of conflict management, temporal dissociation, the ‘night here, morning there syndrome, misuse of free time and growing infectious cynicism that can lead to despair, distress, pressure, and finally stress. The basic roles of the manger and
supervisor in multinational companies are goal setting, coaching, monitoring, feedback and positive reinforcement.

A supportive work environment can be provided by dealing with staff in a sensitive and caring fashion, regularly monitoring staff satisfaction and well-being, fostering a team approach and good relationships between members of staff. Globalization has led to growing inequality and decreasing prioritization of social aspects in many parts of the world. As a result, the concept of fixed working hours is fading away. Instead of just 7 or 8 hours a day, people are spending as much as 12-16 hours every day in office. The technological blessings like e-mail, text messaging and cell phones which were thought of as tools to connect them to their work being away from their workplace, have actually integrated their personal and professional lives.

2.4. Strategies for Managing Stress

Balancing work and family roles has become a key personal and family issue for many societies. Work and family are the two most important aspects in people’s lives and, contrary to the initial belief that they are distinct parts of life; these domains are closely related (Ford et al., 2007). Working life of today is characterized by continuous and often extensive changes. This restructuring process is due to different factors such as global competition, economic recession, new technology and transition from manufacturing to service production. In order to handle the situation, organizations are keen on minimizing their costs, and this has often resulted in organizational downsizing (Svereke and Hellgren, 2002). The consequences of downsizing are manifold, some employees lose their jobs, and those who keep their jobs (survivors) are expected to work harder and effectively and to cope with uncertainty of future employment. Several studies indicate that downsizing can influence employees’ health and well-being in a negative way (Hertting and Theorell, 2002).

“Many factors heighten the risks of work-related injury, of female workers.” said NIOSH Director Linda Rosenstock, M.D., M.P.H. “It is important to recognize these hazards and to keep all workers, women and men alike, safe on the job.” In the growing health care industry, where 80 percent of the work
force is female a complex range of hazards exists, including latex allergy, back injuries, and needle stick injuries. Increasingly, women are moving into occupations once held exclusively by men. Women workers are at disproportionately high risk for musculoskeletal injuries due to related repetitive motion injuries. Women are at increased risk of non-fatal assault, where violence is a special concern and homicide is the leading cause of job related death for women.

Work tasks with a high degree of personal control and skill together with a work environment includes supportive social relationship, which can contribute positively to workers well being and health. When demand exceed abilities and knowledge, and the individual or the supervisor are able to perceive this, then an opportunity may arise to change this into a state of balance and a challenging and motivating situation of learning and growth via discussions and actions taken by the employer.

Stress is an inevitable concomitant of organizational life. An organization being a network of roles performed in interconnected positions is dynamic in nature. The complex and dynamic environment in which organizations have to exist adapt themselves and grow, add to further stress at work. Environment forces include rapid technological advancements, their adaptations in organizations consequent changes, in the nature of jobs, the demands made on employee skills, increased employee expectations about the quality of work life and in congruence perceived organizational outcomes or benefit, changes in organizations in terms of downsizing, mergers, expansions, closures, etc., affecting employment security, social relations at work and upward mobility.

Stress is the psychological and physiological reaction that takes place when one perceives an imbalance in the level of demand placed on the capacity to meet that demand on individuals (Harigopal, 1995). Work stress can be viewed as any negative, stressful or difficult situation of hardship that is encountered in the occupational setting (Jackson et al., 2007). In this fast paced society, organisations and individuals face risks at work brought by changes and uncertainties in the economy. Building resilience will help ensure employees
stay motivated, committed and maintain performance through periods of uncertainty and change (Maddi and Khoshaba, 2005). Employers and employees alike have a responsibility to be as resilient as possible against the uncertainties of everyday working lives (Spangler et al., 2012).

The resilience factors identified by Polk, (1997) namely self-reliance and efficacy, positive outlook, close network of social relationships, intelligence and positive emotions. When compared to coping, resources play a similar role. These resilience factors enhance in regulating stress and preventing negative health outcomes (Dolbier et al., 2010). In a self-understanding study, Beardslee’s (1989) study connected self-understanding, resilience and cognitive appraisal (part of coping process) reveal that stressful work situations will change over time and allow female employees to focus their energies to take an appropriate action. The findings point to the importance of promoting positive behavior, identifying and minimizing risks, cultivating the relationship of resilience with other factors, and developing intervention programmes that incorporate support network resources (Kinman and Grant, 2011).

Building resilience is essential to assist them in dealing with work stress (Mealer et al., 2012; Tusaie and Dyer, 2004). Giordano (1997) suggests that building personal resilience can be a means to cope with the stress at work (Jackson et al., 2007). Highly resilient persons are identified to have psychological characteristics or personal resources such as optimism, positive social networks, cognitive flexibility, a set of active coping skills and more reflective. This set of characteristics and skills can be developed through therapy, training or self-development programmes which supports Muller’s (2009) idea that resilience can be learned to protect against the negative effects of stress.

In a study on role of trauma exposure and anxiety disorders in adult women, Scali et al., (2012) found that women scoring high in the 10-Items Connor-Davidson Resilience Scale (CD-RISC-10) were less likely than women scoring low in the CD-RISC-10 to develop anxiety and mood disorders. They linked resilience and lifetime trauma exposure and found that the variables are
Review of Literature

influenced by the self evaluation of resilience by the women faced with current stressful situations and the different perception of stress. Resilience and successful coping in work stress are able to buffer against negative effects of stress and improve the working females’ well-being. The growing importance of interventional strategies is felt more at organizational level.

Coping is a cognitive activity that involves the appraisal of threatening conditions and the consequences of the coping behavior. Coping is process-oriented and contextual. A cognitive process is at work when a person evaluates whether an encounter with the environment is relevant to his or her being (Lazarus and Folkman, 1993). Ivancevich (1990) gives guidelines to systematic assessment in learning to cope with stress as, Identifying sources of stress, such as headaches, lack of concentration or excessive drinking. Greene (2001) learns to moderate the physical reaction to stress by building physical reserves and maintaining emotional reserves. Managing stress begins with identifying the stressor(s). Ravishankhar 2000 has emphasized that organizations facilitate stress management awareness programme for enabling person to realize the need to develop and practice methods to cope with stress.

Research released in the 1980 indicated stronger tie between stress and health and showed benefits from a wider range of relaxation technique that had been previously known. This research received national media attention including a Newyork time's article in 1986 public awareness about the health benefits increased in the Twenty- first century practitioners recommends using relaxations to improve patient outcomes in many situations. A balanced life style approach takes into account such as physical, mental, emotional and spiritual health issues. Understand the mind, body, spirit stress relationship, recognize unique, Stressors and how you react to them (Leyden, 1998). Scharf et al., (1992) has echoed that exercise is increasingly being offered as an effective means of managing stress with little understanding of the psychological processes that underline its effectiveness. Barling (2005) has echoed that to cope stress one need to become aware of the stressors and your
emotional and physical status and reduce the intensity of the emotional reaction to stress.

Social support consists of resources provided by other persons, friends and social contacts on which one can depend for support from social support network (Cohen and Wills, 1985). Social support can help to feel less anxious, more optimistic, more capable of control and more willing to try new ways of dealing with stressors (Bernstein, 2016).

Coping is defined as a person's pattern of response to stress. The attitude towards and approaches to stressful events are the important factors in assessing a person's vulnerability to stress-related illnesses. A person's ability to cope with stress depends in her interpretation of the stressful event as a challenge to overcome hardships to develop a positive interpretation (Heugten, 2013). To facilitate the coping process, seven categories of coping resources have been identified: health and energy, positive beliefs, problem solving skills, social skills, social support and material resources. There is a relationship between work stress and coping strategies in working mothers and the working female population.

The ways in which people cope with stress can be categorized as emotion focused and problem focused styles according to Lazarus and Folkman (1993). The Problem-focused coping is believed to lower the impact of stress on health; people who use problem-focused coping have fewer illnesses, are less likely to become emotionally exhausted, and report higher levels of satisfaction in their work and feelings of personal accomplishment. It is usually used when the individual appraises the situation as optimistic and controllable. Emotion focused coping, on the other hand is associated with higher levels of interpersonal problems, depression, and social isolation. Emotion-focused coping features behaviour that reduces the emotional distress on the stressor, for instance, avoidance, minimization, selective attention and positive comparison. This coping strategy is most likely utilised when the individual perceives the situation as unavoidable and uncontrollable (Carver et al., 1999). Although some studies reported that men are more likely to use problem-focused
coping and women use emotion focused coping. Nevertheless, problem-focused and emotion focused coping are not two distinct functions but both facilitate and impede each other in the coping process and may be more beneficial than the other in different situations (http://www.simplypsychology.org/stress-management.html).

The second set of categories distinguishes between control related and escape related coping styles. Control related coping styles include direct action, behavior that can be done alone; help-seeking, behavior that involves social support; and positive thinking. Escape related coping styles include avoidance/resignation, as in distancing oneself from the stressful event, and alcohol use. The finding appears to be no relationship between gender and a preference or control-related or escape-related coping.

Exercise relieves the physical and the emotional symptom of stress. As they arise, it leads the person to be calm, comfortable will have less accumulated stress at the end of the day says Anderson (2001). Exercise in combination with stress management techniques is extremely important for many reasons; exercise is an effective distraction from stressful events, exercise may directly blunt the harmful effects of stress on blood pressure and the heart reports Matthew (2005). Deep breathing exercises are very useful during a stressful situation and for maintaining a relaxed state during the day. Muscle relaxation techniques, and deep breathing are simple and very useful for getting to sleep (Golemann, 2006).

Professionals generally complain of poor concentration and memory. The root cause of all these problems is mental stress. There are a few theoretical ways to overcome stress through meditation, used for many years in eastern cultures, now widely accepted in many countries as a relaxation technique and the therapeutic value is to calm down the mind (Wetheimer, 1995). Meditation has to be learned under guidance of a skilled guru which is time consuming in practice. The best method of stress management, specially designed for the modern age is Trance Therapy. In trance state of mind positive suggestions are implanted stress related problems. Trance Therapy sessions help professionals
learn to relax consciously, an effortless method to combat all kinds of stress and fatigue, even at their work place and for the elderly people between to overcome problem of lack of memory, which is common now-a-days due to many types of stresses. This method certainly helps to improve memory to live peacefully.

Yoga is an ancient spiritual practice that originated in India, where it remains a vibrant living tradition and is seen as a means to enlightenment (Georg, 1996). Yoga promotes general health, increases flexibility and elasticity, calms the mind and making it joyful, develops self-observation, body awareness, self-study, self discipline, for improving relaxation, attention, concentration, for self control through attention, of mind and body (http://www.findyourzenwithjen.com/zen-with-jen-children-s-yoga/). Yoga is the way to cope with stress. It helps to experience peace and self direction, enhances body awareness, develops attitude, self-reliance and self-efficiency to reduce stress considerably (Yogendra, 1993).

People respond to stress in different ways, namely, by becoming overwhelmed, depressed or both. Yoga and other techniques that include deep breathing tend to calm people who are overwhelmed by stress, while rhythmic exercise improves the mental and physical health of those who are depressed. People who encounter both symptoms simultaneously, feeling depressed and overexcited may do best by walking or performing yoga techniques that are focused on strength.

Relaxation is a natural method of stress relaxation techniques combined with a self hypnosis tape and relaxing music to reduce levels of stress in women (Harrison and Skinners, 1992). Relaxation technique also known as relaxation training is a method, process, procedure, or activity that helps to relax, attain a state of increased calmness and reduce levels of anxiety, stress or anger. Relaxation techniques are often employed as an element of a wider stress management program which decreases muscle tension, lowers the blood pressure and slows heart and breathe rates, among other health benefits.
Massage is the practice of applying structured pressure, tension, motion or vibration manually or with mechanical aids to the soft tissues of the body, including muscles, connective tissues, tendons, ligaments, joints and lymphatic vessels to achieve a beneficial response. It is applied to the whole body to heal injury, relieve stress, manage pain and improve circulation (Donatelle and Rebecca, 2005).

Visualization is an activity, which all perform every day. Plan and conduct life according to the images that rotate in minds. All the strivings, desires and ambitious had lot of impact with mental images. Visualize constantly and it’s important in life of each and everyone. Performance will be focused in minds with particular thought and add emotions and feelings. Strong thoughts have a definite effect on environment and people around us.

Positive thinking is a mental attitude that admits into the mind thoughts, words and images that are conducive to growth, expansion and success. It is a mental attitude that expects good and favourable results. A positive mind anticipates happiness, joy, health and a successful outcome of every situation and action. It is quite common to hear people say: "Think positive!" to someone who feels down and worried. Most people do not take these words seriously, as they do not know what they really mean, or do not consider them as useful and effective (http://www.dr-rishi.com/index.php/articles/1287-trance-therapy-for-improving-concentration-a-memory.html).

Individual differences of the worker such as personality, age, education, experience and coping style are important in predicting whether certain job specifications will result in stress. These individual differences demand complementary prevention strategies that focus on the individual and promote ways of coping with demanding working conditions. The severity of stress is the amount or level of stress that is felt as a result of a stressor. The factors which influence the degree of stress have an impact on the person’s wellbeing both physically and mentally. The characteristics of the stressor influence stress. Hans Selye was one of the founding fathers of stress research and believed that
the biochemical effects of stress would be experienced irrespective of whether the situation was positive or negative. In particular, the harmful biochemical and long-term effects of stress have rarely been observed in positive situations. The concept concurs with the idea that resilience grows with successful process of coping in adversity and leads to a better psychological functioning and well-being (Scali et al., 2012). In the same way, resilience and successful coping in work stress are able to buffer against negative effects of stress and improve the working females’ well-being.

2.5. Research Highlights

The developing countries research has many unsolved problems; the main causes being paucity in generating proper data and evaluating the impact of the changes at work due to lack of investment. In industrialized countries, people are increasingly familiar with work-related stress and the ways to manage it, although the problem persists and even seems to be increasing in the European Union (Iavicoli et al., 2004). However, in developing countries people lack knowledge on this subject, and are not aware of the importance of dealing with work related stress.

Research states that the human cost in grief and pain cannot be calculated. In fact, much of it is almost invisible. While satellite technology has made certain types of violence such as terrorism, wars, riots and civil unrest visible to television audiences on a daily basis, much more violence occurs out of sight in homes, workplaces and even in the medical and social institutions set up mainly to care for people. Many of the victims are too young, weak or ill to protect themselves while others are forced by social conventions or pressure to keep silent about their experience (Krug, 2002; WHO 2003).

Nielson survey (Goyal, 2011) conducted between February and April 2011, covering 6,500 women from 21 developed and developing countries such as Sweden, the US, the UK, France, Thailand, Malaysia, China and India by Global Research Firm Nielsen, mentioned that Indian women across the world are the most stressed for time, with 87 per cent of respondents stating they felt
stressed most of the time and 82 per cent claiming they had no time to relax. The biggest stress is felt among women of 25-55 years of age, typically married where expectations from women have risen-and where conflicts between what all women must do too has surged. Multi-Faceted role in the community are performed by women today. They have a predominant role in the economic growth of our nation.

The World Health Report on “Violence and Health” states that between 1996 and 1997, the Inter-American Development Bank sponsored studies on the Magnitude and Economic Impact of Violence in six Latin American countries (Buvinic and Morrison, 1999). Each study examined the expenditures incurred, as a result of violence, health care services, law enforcement and judicial services, as well as intangible losses and losses from the transfer of assets. Expressed as a percentage of the gross domestic product (GDP) in 1997, the cost of health care expenditures arising from violence was 1.9% of the GDP in Brazil, 5.0% in Colombia, 4.3% in El Salvador, 1.3% in Mexico, 1.5% in Peru and 0.3% in Venezuela" (Krug, 2002).

Jennifer Wright (2006) analyzed a study on “Women and Workplace Stress”. Stress in the workplace has been identified as an occupational health and safety risk worldwide, including the U.S. Research shows that a majority of work-related stress is borne out of attrition and the requirement for more in less time by employees. Our own culture of speed, convenience, and instant gratification drives our stress reactions.

Research shows that women do greater than 60 percent of household maintenance and childcare. Consequently, women are likely to have obstacles finding time for their own stress reducing self-care. Women are more likely to arrive to work, stressed before their workplace demands begin. Perceived locus of control is one area proven to be a predictor of stress. Therefore a woman working in an environment with little flexibility or choice would be at greater risk of distress than a situation of no-voice. Women are multi-taskers by nature and enfold tasks within tasks. Work, family and home are not separate and the issue around balance prevails.
Ramana (2014) made an attempt to study “The effects of cognitive appraisal on experience to occupational stress and relationship between job stress and consequent job and health strains”. It was found that low appraisal of demands and threats posed by stressful situations and high appraisal of available capability and resources mitigate the degree of stress. It was also noted that cognitive appraisals markedly modify the relationship of job stress and consequent strain. Strategies were suggested for the management job stress and consequent strains at cognitive level.

Kochar (2006) analyzed a study on “Role of stress in an organization in Kurukshetra”. Role stress is the stress experienced by the persons because of their role (job) in the organization. This study was an attempt to provide a preventive and positive approach to women experiencing stress at work and at home. The family members try to adjust their roles within the family and a change is being felt in their attitudes. Those who have the Social Support of their family and friends are able to cope better with stress. To find out the level of role stress and to identify key role stressors, the OSI inventory by A.K Srivastava was used. It was found that majority of women (40%) were under moderately low level of stress followed by 36% women who reported moderately high level of stress. Women experiencing very high or low stress are 12% in each case.

Owen (2006) made an attempt to study “The occupational stress among correctional supervisors”. The purpose of this research was to examine occupational studies have focused on correctional officers; which has been neglected. The study was conducted on a sample of 329 correctional supervisors in one state to provide a quantitative and qualitative examination of correctional supervisory stress. Results indicated that overall stress levels were low. Furthermore, reported levels of stress do not vary along gender, race, educational level and institution. However, three variables were significant predictors of low levels of stress: high levels of job satisfaction, high levels of social support and an internal locus of control.
Michel (2007) in the study on “Coping Strategies in the Workplace: Relationships with Attribution Style and Job Satisfaction in Orlando”. Examined the relationships between workplace coping strategies, occupational attribution style, and job satisfaction among sample of 190 nurses employed with a Veterans Affairs Medical Center. As an occupational group, nurses experience high levels of chronic workplace stressors. Participants completed a questionnaire packet containing. The Minnesota Satisfaction Questionnaire (MSQ), and the Occupational Attribution styles Questionnaire (OASQ). Results and analysis indicated a positive relationship between occupational attribution style and job satisfaction. The use of problem solving/cognitive restructuring, and avoidance coping strategies were mediated to deal with workplace stress with greater use of problem solving/cognitive restructuring coping styles and less use of avoidance coping styles to deal with workplace stress. This pattern of coping strategies was also associated with greater job satisfaction.

Dabbara (2014) conducted a study “Workplace stress in London". The aim of this review was to evaluate research relating to the role of gender in the level of workplace stress. A further aim was to review literature relating to stressors of particular relevance to working women. These stressors included, multiple roles, lack of career progress and discrimination and stereotyping. Major database were searched in order to identify studies investigating gender and workplace stress. A range of research designs were included and no restrictions were made on the basis of the occupations of the participants. The results indicated that women reported higher levels of stress compared to men.

Rebecca et al., (2008) made an attempt to study the individual differences in stress which arise from many sources. The study investigated the role of gender and negative affectivity (NA) in stressor appraisal and coping strategy. Differential exposure to stressors was controlled by requiring participants to rate the stressfulness of identical hypothetical scenarios. As predicted, women rated the scenarios as more stressful than men and perceptions of stressfulness increased with participant. Women endorsed the use of emotion focused coping strategies more than men, even when perceived stressfulness was controlled.
Yitzhak et al., (2008) conducted a study on “Combine’s Meta-Analysis with Structural Equation Modeling to Compare Alternative Models of the Relationships among Work Stress, Psychological Mediators and Job Performance”. Specifically, the authors examined the mediating effects of job satisfaction, tendency to leave and their effect on the relationships between role ambiguities, role conflict, and job performance. The meta-analysis included both published and unpublished studies conducted over a period of 25 years, resulting in independent samples with more than 22,000 individuals. As hypothesized, the structural model that best fit the meta-analytic estimates was the partial mediation model, in which stress is related to job performance both directly and indirectly through job satisfaction and propensity to leave and in which all path coefficients contributions and implications for future stress performance research.

High job demands may result in 7 times higher risk for emotional exhaustion (Houtman et al., 1998). Low co-worker support may result in 2 times higher risk for back, neck and shoulder problems (Hoogendoorn et al., 2000). Low job control may result in 2 times higher risk for cardiovascular mortality (Kivimaki et al., 2002). High strain may result in 3 times higher risk for hypertensive morbidity (Belkic et al., 2004).

Importantly, as “health is not merely the absence of disease but a positive state of physical, mental and social well-being” (WHO, 1986), a healthy working environment is one in which there is not only the absence of harmful conditions but also the presence of health promoting actions. Stressful working conditions are considered as one of the underlying causes for the dramatic increase regarding long-term sickness absence in Sweden during the last five years. Several researchers have also suggested that women suffer more from work related health problems than men (Alexanderson and Ostlin, 2001). Women are also confronted with additional stressors such as conflicts between work and family responsibilities.

According to a World Economic Forum (WEF) report from the year, 2014, regarding women’s economic participation, India’s position seems fixed
almost at the bottom even when we compare it to the entire world and not just the 20 major economies. It ranks 124 out of 136 nations. All the BRICS nations rank much higher than India. According to UN Gender Statistics of 2014, India is one of the few countries where the rate of participation of women in the workforce has declined in the last decade from 33.7% in 1991 to 27% in 2012 (Madhok, 2014).

The NIOSH (2002) article "Working Women and Stress" finds that:

- Gender-specific work stress factors, such as sex discrimination and balancing slot work and family demands, may have an effect on women workers above and beyond the impact of general job stressors such as job overload and skill under-utilization.

- Discriminatory barriers to financial and career advancement have been linked to more frequent physical and psychological symptoms and more frequent visits to the doctor.

- The most effective way of reducing work stress is through organizational change in the workplace. This holds true for reducing work stress in female and male workers alike. Workplaces that actively discourage sexual discrimination and harassment, and promote family friendly policies, appear to foster worker loyalty and attachment regardless of gender, studies indicate. Organizational changes effective for reducing job stress among women workers include expanding promotion and career ladders, introducing family-support programs and policies, and enforcing policies against sex discrimination and sexual harassment.

NASSCOM (2008), Mercer study on women in IT and BPO, this six-week study of 40 organisations, with special emphasis on technology shows, in the words of Padma Ravichander, MD, Mercer (India) says that "we are travelling beyond inclusivity towards empowerment". The report shows how gender inclusivity has its own rewards for an enterprise. Adequate representation of women in the workforce enhances creativity, productivity and the ability to manage change. The study shows the paradox of more women
being recruited at the entry level, but fewer remaining in the workforce and progressing towards the top positions. There is a talent leakage in middle management levels among women in their thirties. Marriage, family, children, relocation and other personal reasons diminish women's ability to reach the top. Support systems are required for women at work. Current measures such as creches, flexi-time, refresher programmes, and orientation on company policies only scratch the surface of the real problems. However, there is increased awareness of the contribution of women and the need to nurture their talent at the workplace. Leadership paradigms are changing in the 21st century. Professionals: Role of Life Events and Coping Resources”, attempted to explain the effect of sex and age as well as the predictability of the variables from stressful life events. Results of the study revealed that women experienced greater wellness and older personnel experienced more distress.

Nasurdin, et al., (2005) in their study tried to identify the influence of organizational variables (conflict, blocked career, alienation, work overload, and unfavorable work environment) on job stress among managers and to examine whether this relationship varies according to the individual’s level of neuroticism. The results of the study conveyed the fact that neuroticism was found to moderate the effects of the three organizational stressors (alienation, work overload, and unfavorable work environment) on job stress.

Kochar (2006) in their study attempted to provide a preventive and positive approach to women experiencing stress at work and at home to find out the level of role stress and to identify key role stressors, the OSI inventory was used. It was found that majority of women were under moderately low level of stress. The key stressors which affect maximum number of women are Poor Peer Relations, Intrinsic Impoverishment and Under-participation.

A study conducted by Le Rouge et al., (2006) concluded that role stress was positively related to both job satisfaction and organizational commitment and that self-esteem significantly moderated the relationship between role stress fit and job satisfaction.
Kyriacou (2001) Occupational stress also known as Job stress has been defined as experience of negative emotional states such as frustration, worry, anxiety, and depression attributed to work related factors.

Jothibasu (2015) has studied the job stress and job performance among 150 self-paced repetitive workers. He indicated that the low satisfied workers experienced more after work stress than the high satisfied workers.

Mohan and Ashok (2011) they studied to find out the level of stress and depression experienced by women IT professionals. They studied with a sample of 250 women software professionals experienced moderate level of stress.

Bernadette, et al (1990) studied stress as perceived by professionals. The aim of the study was to find the differences in stress among the subjects based on gender age and job classifications. The sample consisted 57 males and 116 female professionals with age ranging from 19 to 63 subjects were administered the Tennesse stress scale questionnaire. The results indicated that younger age groups showed higher stress than the older ones. The staff and middle level managers showed higher stress than executives.

The study also found that women are more stressed than men (Kumar and Mohammed, 2011). They attempted to compare occupational stress between public and private sector of bank employees. The sample was 240 employees of when belong to public sector and the rest 120 were from private sector. The subjects were administered a job stress questionnaire containing ten factors. The results indicated that employees of private sector should be significantly more stress than public sector employees on total job stress and each components of job stress. The authors concluded that executives experienced sufficiently more job stress than the middle line executives.

Ryhal and Singh (1996) they studied the correlates of job stress among university faculty. A sample of 100 faculty members 30 professors 31 associate and 39 assistant professors. Result revealed that assistant professors experienced higher job stress than associate professors and professors.
A WHO report released in May 2012 confirms that twenty four per cent men and 22.6 women in India aged 25 years and above suffer from high blood pressure. Recent figures by the International Diabetes Federation put India second to China (90 million diabetics) with 61.3 million diabetics in 2011. India is likely to cross the 70 million mark in the next two years.

From the above studies, it can be concluded that younger age group is more susceptible to stress due to lack of experience and older age group experience stress due to the increase in the responsibility. All the literature that was available on various aspects of “stress and coping strategies” were reviewed. Brief review of conceptual literature of old articles of books published by the authorities gave their opinions and also the empirical research studies were given in this chapter.