CHAPTER – II

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A wide variety of research studies have been conducted by a number of individuals, institutions and agencies have prepared and presented various reports and articles on railway and other industries. A review of the available literature will be helpful in enlightening the readers on the present status of the unit. An attempt is made to review the literature and it is presented as year by year.

Gangadhara Rao (1980) in his study entitled, "Industrial relations in Indian Railways", has investigated the personnel and union - management relations with special reference to post - independence period. The study analyzed trends in employee’s remuneration, hours of employment, absenteeism, discipline, employee’s unions and leadership in Indian Railways.

Abrol (1990) had examined the strains experienced and coping strategies used by 27 male and 27 female teachers. Results indicated that subjects reported interpersonal and psychological stress. They used social support to deal with stress.

Madhu et al. (1990) conducted a study on role stress: differential influences of some antecedental factors. 173 managerial personnel from steel organization and 76 from petroleum organization participated in the study. The present study attempted to compare the influence of the antecedental factors namely, personal, organizational, job, superior, leadership styles and communication factors on role conflict and role ambiguity. It was found that role conflict and role ambiguity experienced by the employees were most significant in the petroleum organization. As per the report the contribution of interpersonal relation factors to job stress were found significant among the employees in the steel industry. It was also found that the petroleum organization has acclimate which would assist the employees in stress.
reduction whereas the steel organization may not have developed such a climate.

Reddy and Ramamurthy (1991) analyzed the influence of age on stress experience of a person. The sample consisted of 200 executives. The results revealed that executives in the age group of 41-50 experienced more stress than the age group of 51-60. Moderating variables among executives experiencing stress include not only age but also the years of service in the employment.

Ansari (1991) had studied the nature and extent of stress in agriculture university teachers. Sample consisted of 235 respondents comprising 30 Professors, 74 Associate Professors and 135 Assistant Professors. The result revealed that the correlation between the nature of stress and qualification of teachers in different cadres was found to be non-significant.

Beena and Poduval (1992) conducted a study on sample of 80 (40 male and 40 female) executives in different organizations. They found that when age increases, experienced stress also increased due to the increase in their responsibility of the executives. Female executives showed higher rate of stress because women experience greater amount of work change than men do.

Tharakan (1992) studied on occupational stress and job satisfaction among working women. He observed that professional women experienced greater work related stress than non-professional women. The expectation of technocrats was much higher than the non-technocrats.

Barnes (1992) conducted a study on stress in aviation personnel. A sample of 25 captains, 16 flight engineers, 11 cabin crew members from air India were considered for the study. The results revealed that the cabin crews have far more stressors than other aviation groups. This is followed by pilots.
Blix et al. (1994) conducted a study on occupational stress among university teachers and found that faculty having less than 10 years of experience had higher stress than faculty with more than 20 years of experience.

Srivastava et al. (1994) revealed that in private sector organization middle level managers faced greater stress and anxiety as compared to top level managers.

Fulcheri et al. (1995) also observed that size of workloads, the complexity of tasks and responsibility are the major sources of stress factors. The reasons for frustration are delay in career development and a slow erosion of status among the managers.

Sahu and Mishra (1995) explored the life stress and coping styles in teachers. The sample consisted of 120 male and 120 female teachers. The males experienced greater stress in the work and society areas, while females experienced more stress in family areas.

Mishra and Dixit (1995) attempted to reveal the coping styles of 300 allopathic doctors. It was found that each of the four type of job stress namely role based stress, task based stress, boundary spanning stress and conflict mediating stress influenced burn out among the doctors and role based stresses such as role conflict and role ambiguity are related with feeling of lack of personal accomplishment. It was also found from the investigation that those who use effective coping (i.e. above average control style and below average escape style) are less burn out than those who use ineffective coping (i.e. above average escape style and below average control style).

Kundu, (1995) denoted that “It is unlikely that Railways would resort to any major reduction in staff strength, given the strength of their labour union. Railways run the risk of losing the traffic to road transport. Bringing out all these changes would require an innovative and enterprising management
policy”. Maintaining a high growth in 33 traffic revenue, generating a large part of the investible resources internally and, thereby, saving Indian Railways from the debt trap, without hampering the growth in different sectors of the economy, would be a difficult and challenging task.

Peterson (1995) explored role conflict, role ambiguity and role overload as reported by industrial workers and also found that managers are more stressed due to role overload from his study “organizational issues for managers”.

Pandey (1995) conducted study on rail engine drivers of Indian railways to determine the relationship between their role efficacy and role stress. The study revealed role efficacy and role stress to be negatively related. The respondents were found to be suffering from the feeling of role overload, resource inadequacy and personal inadequacy. Education was found positively related with role stress and negatively with role efficacy. Advancement in experience was found to enhance probability of stress as also to have differential impact on drivers. The study emphasized the need for conducting role efficacy and role stress labs for the workers (drivers) if the Indian railways want to reduce stress in the jobs of the drivers and want to increase their performance effectiveness.

Mayes (1996) conducted a study on police officers, fire fighters, electrician and executives aged 18-63 years. Multiple regression revealed that age moderated the relationship among various stressors and physiological symptoms as well as psychological depression and life satisfaction.

Singh and Srivastava (1996) studied the impact of three role stresses namely role overload, role ambiguity, role conflict along with overall job stress on physical health outcomes and pathogenic health habits of 200 male managers of Diesel, locomotion works, Varanasi. The authors concluded that high levels of job stress can facilitate tendency to drink excessively, smoke heavily and do less physical activity. Theses finding clearly indicate that when individuals
perceive their jobs to be physically and psychologically threatening, it is very likely that their health would be adversely affected.

Orpen (1996) examined the moderating effects of cognitive failure on the relationship between work stress and personal strain. He compared the work stress among 136 nurses and 12 college lecturers. The results found that nurses experienced more stress than the lecturers.

Ryhal and Singh (1996) considered university faculty for their study comprised sample of 100 faculty members 30 professors, 31 associate and 39 assistant professors. Results revealed that those with 26-35 year’s experience had higher job stress than those with teaching experience of 16-25 years and 5-15 years. Those with 16-25 year’s experience had higher job stress than those with teaching experience of 5-15 years. Results also revealed that assistant professors experienced higher job stress than associate professors and professors.

Philip and Hezlett (1996) acknowledged that an increasing concentration of customer satisfaction is one of the strategic routes used by leisure firms in gaining competitive edge. It is a fact that tourism is an inter-disciplinary subject by nature and each of its aspect is too complex and complicated. Form the Indian railway's point of view, the significance of the study lies in identifying and highlighting the problem areas in the field of tourism development. It specially aims towards finding answers to problems and shortcomings in the field of infrastructure development, improvement in quantity and quality of basic amenities for foreign tourists and requirement marketing of and publicity for the promotion of tourism. At this juncture it is important to know how far Indian railways have been successful in her efforts. So, the present study particularly focussing on the following objectives. These stressors arising due to demands of the different social roles such as parent, spouse, caregiver, and employee. Physiological stressors include rapid growth
of adolescence, menopause, illness, aging, giving birth, accidents, lack of exercise, poor nutrition, and sleep disturbances. Thoughts: Human brain interprets and perceives situations as stressful, difficult, painful or pleasant, in such situation our brain determines whether they are problems to us or not.

**Bhagawan (1997)** conducted a study on 100 teachers selected from 20 schools in Orissa. The sample consisted of 100 teachers (53 male and 47 female teachers). The study revealed that higher the teaching experience, lesser the perceived burn out.

**Ansari and Singh (1997)** made an attempt to explore the contribution of demographic variables to the nature of stress experienced by the teachers in an agriculture university. The study comprised sample of 235 faculty members (23 professors, 74 associate and 138 assistant professors). The associate professor’s total service experience was positively related to stress. The professors were either in moderate or in high stress categories as compared to associate and assistant professors.

**Basha and Uhashree (1997)** studied on job stress and coping as related to perceptions of organizational climate. Significant negative relationship was found between perception of organizational climate and the amount of stress experienced by the employees.

**Upamanyu (1997)** explored the stress management techniques used by the educated working women. The sleep & relaxation, exercise, time management, diet and yoga are the best way adopted to manage stress by educated working women

**Pandey (1997)** conducted a study to determine the relationship between personal demographics and organizational role stress. The study was conducted on 61 personnel of Indian railways aged between 28-58 years. Role stresses were measured by ORS scale (Pareek 1983). The analysis revealed a
positive but non-significant relationship of age with all dimensions of role stress except role ambiguity. Education showed positive but non-significant correlation with all dimensions of role stress. Experience was reported to be positively and significantly correlated all dimensions of role stresses except role overload, resource inadequacy and role isolation.

**Newstrome and Davis (1998)** found that when job autonomy provided to managers is high, they enjoy their work and have freedom to do the task according to their own will so that they feel less stress.

**Aminabhavi and Triveni (1998)** found that the signal maintainers have higher occupational stress as compared to other employees in railways. It also showed that railway employees who expressed moderate level of job satisfaction and life satisfaction have significantly higher occupational stress than those who expressed higher life and job satisfaction.

**Boroun et al. (1998)** 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.

**Vashishtha and Mishra (1998)** observed that social support from the family, coworkers, supervisors and other people could minimize stress among the employees.

**Verma (1998)** made another study entitled “Marginal Productivity of Railway Investments: Part 2”. He explained about the two methods of measuring the efficiency of capital utilization i.e. average capital output ratio and incremental capital output ratio. It has been later shown that both these methods are not applicable to Indian Railways situation. Two other methods are proposed based on an indexed approach, namely indexed capital output ratio and indexed incremental capital output ratio. These two approaches are more relevant in Indian Railways situation. Finally he concluded that
additional investment in a Railway should be more or less in the ratio of its output to the total output of Indian Railways. If this does not happen, overcapitalization may take place.

**Upadhayay and Singh (1999)** studied the level of occupational stress experienced by the 20 college teachers and 20 executives. The executives showed significant higher levels of stress than college teachers on role overload, role ambiguity, role conflicts factor. The teachers showed significant higher levels of stress than executives on under participation, poor peer relation factors, intrinsic impoverishment and status factors. They experienced stress because their personal wishes and strong desire for better and prosperous career were felt to be blocked by others.

**Pandey and Srivastava (2000)** had studied the female personnel working in rail way, bank and teaching institutions. A sample of 96 females, 16 subjects in each professional area were taken. The study identified that respondents among all the three dimensions, clerks of bank and railway experienced more work stress as compared to teachers. The study also identified that respondents belonging to nuclear family had expressed more interpersonal work stress. Maximum work stress was reported by the rail way employees but the level of stress was lesser in bank personnel and least in teachers. It was found from the result that teachers expressed significantly better active coping than bank employees.

**Aminabhavi and Triveni (2000)** revealed that nationalized bank employees have significantly higher occupational stress than non-nationalized bank employees, in the dimensions such as role conflict, unreasonable group/political pressure, intrinsic impoverishment and strenuous working conditions. Non nationalized bank employees have significantly higher stress due to low status. It also revealed that managers experience significantly higher occupational stress than clerks. The fact is that managers have greater
responsibility of his position than the clerks. The study found that age, sex, coping strategies of bank employees have not influenced their occupational stress.

Vashishtha and Mishra (2000) found that appraisal support had a partially moderating effect on occupational stress in organizational commitment relationship.

Gaur and Dhawan (2000) examined that the relationship between work related stressors and adaptation pattern among women professionals. A sample of 120 women professionals (30 teachers, 30 doctors, 30 bank officers and 30 bureaucrats) participated in the study. It showed that teachers experienced more stress as far as opportunities and obstacles of career development are concerned. It also showed that the four professionals groups have shared almost similar level of stress except in the categories of career development and stressors specific to working women. They showed a configuration of adaptation pattern of active coping. The junior level job group or junior age group is significantly more active coping, greater painfulness and has more initiative as compared to middle and senior age group or level of employment status.

Harshpinder and Aujla (2001) investigated the different physical stress management techniques utilized by women. Results showed that working women were making more use of writing dairy, standard furniture and high fiber diet as compared to non-working women. The two groups did not differ significantly in the use of other techniques.

Hasnain et al. (2001) on his study “role stress and coping strategies in different occupational groups” assessed the coping strategies in three different occupational groups (20 engineers, 20 managers and 20 teachers). No significant difference was obtained among the coping strategies of the three groups. The two coping strategies used by these three groups were extra-
persistive and inter-persistive (approach coping). In a nutshell it can be said that in all the three groups approach coping strategies were more frequently used than avoidance strategies. Role over load and role erosion were found to be major sources of role stress in all three groups.

**Pandey and Tripathy (2001)** also found that teaching is a stressful occupation. Job stressors in this profession are role ambiguity and unreasonable group pressure.

**Tang et al. (2001)** reported that teachers experience a great deal of stress in the course of their career. Burn out represents teachers’ negative response to the mismatch between job requirements and their perceived abilities, self-efficacy and proactive attitude.

**Virk et al. (2001)** conducted a study on occupational stress and work motivation in relation to age, job level and type-A behaviour. He reported that age and job level can have strong influence on job stress.

**Potter et al. (2002)** concluded that the interpersonal stressors at work place have the influence on the employees. Interpersonal conflicts experienced in the work place also predict diseases and well-being declines. Results proved that psychosocial environment of work place have unique effects on employee.

**Harshpinder and Aujla (2002)** found in their study that working women were more stressed due to sociological factors whereas non-working women were more stressed due to environmental factors.

**Makesh (2002)** conducted a study on “A study on Job satisfaction of employees of Indian Railways: The case study of Southern Railway with particular reference to the front line staff”. The G. Jeganathan “Commuters of Railways-An Attitude Study with Special Reference to Thirunelveli-
Osmany and Khan (2003) conducted a study on Organizational stress in working women by taking 30 married and 30 unmarried working women. He found that unmarried working women reported high stress at work place due to political pressure and for married women, it may be due to poor peer relation.

Rastogi and Kashyap (2003) conducted a study on “occupational stress and work adjustment among working women”. Sample consisted of 150 nurses, clerks, and teachers. The average age of the sample is quite matured and experienced, which help them to ignore the stress and maintain the smooth adjustment in the organization. The results concluded that maximum occupational stress is found among nurses as compared to other two groups. Nurses work under the most severe occupational environment. Teachers perceive the minimum occupational stress because their working climate is best in comparison to the other two groups.

Das and Singhal (2003) explored the effect of job autonomy upon occupational stress among managers, 300 male managers were selected for the study. The findings of the study revealed that the managers with high job autonomy show less stress as compared to managers with low job autonomy.

Vashishtha and Mishra (2004) explored the relative contribution of social support and occupational stress to organizational commitment of supervisors (n=200) the result revealed that the social support and occupational stress significantly predict the degree of organizational commitment of supervisors.

Aminabhavi and Kamble (2004) conducted a study on work motivation and stress coping behaviour of technical personnel at a railway work shop. The sample comprised of 30 technical personnel in the age range of 30-59 years.
It was found that middle-aged technical personnel had significantly higher stress coping behaviour as compared to the older technical personnel.

**Ojha and Rani (2004)** examined the level of life stress and various dimensions of mental health among working (n=30) and non-working (n=30) Indian women. Working women were significantly scored higher on life stress in comparison to non-working women.

**Aujla et al. (2004)** investigated to analyze the different stress management techniques used by 75 working women and 75 non-working women of Ludhiana city. Results showed that majority of the respondents in both the categories were using various stress management techniques viz. relaxation, music, prayer, recreation with family, planning etc. Planning and relaxation were most preferred techniques among both the groups. It also showed that working women were significantly more stressed due to psychological stressors than non-working women.

**Bidlan (2005)** conducted a study on “job involvement, job frustration, and occupational stress among workers of small and large scale industrial units”. He examined semi-skilled workers (n=200) from small and large scale industrial units. Results showed that small scales industrial worker had significantly greater degree of job stress than the workers of large scale industrial units.

**Bhatia and Kumar (2005)** studied on occupational stress and burn out in industrial employees. The sample consisted of 100 employees belonging to supervisor and below supervisor level. Their chronological age ranged from 22-32 years and 33-42 years. Among the industrial employees at supervisor rank and below supervisor rank belonging to higher age group experienced more occupational stress. Their experience/length of service varied from 2-6 and 7-12 years. Industrial employees at supervisor rank and below supervisor rank with more experience of service had more occupational stress due to
more feeling of depersonalization and more emotional exhaustion. Employees at supervisor rank experienced more occupational stress than below supervisor level due to more responsibility and accountability.

Srivastava (2005) on his study effects of cognitive appraisal on the relationship of job stress and job related health outcomes considered the sample size of 300. The results showed that the employees who are appraised the severity of and threats posed from stressful situation as to be high experienced markedly higher degree of job stress in comparison to those who appraised the severity and expected threats as to be low.

Aditi and Kumari (2005) found that the stress buffering effects of friendship and social support systems seem to a significant contributor to high levels of stress.

Randeep and Ravindran (2005) attempted to explore the relationship between coping strategies and coping styles among 30 marketing executives in two private sector mobile phone companies. It was concluded that in the use of coping styles such as task strategies, logics, home and work relationship, time management and involvement, executives differ considerably with respect to their cognitive styles.

Mathur (2005) had made a study on “Human resource management in Indian railways – A study of recruitment, training and motivation“. In his study men, machines, materials and money are the most important factors essential for the development and growth of industries. Of these the human factor or man stands foremost and constitutes the basis for successful working of any undertaking. The overwhelming significance of this factor is due to its unique characteristics. First, man alone can produce through motivated creativity an output greater than the sum of his inputs. Second, this resource is animate, active and living. Third, human resource is most complex and unpredictable in its behaviors. Finally, it is only this resource which appreciates in value
with the passage of time. So the Indian railways has set up a separate department for human resource to advise, guide, and serve in matters connected with human resource management.

**Triveni et al. (2006)** concluded that the major sources of job stress perceived by 90 veterinary assistant surgeons were numerous meeting, work load, lack of personal growth, lack facilities and monotonous nature of work.

**Bhattacharya and Guha (2006)** conducted a study on stress and coping: A study on lady criminal lawyers of Kolkata city. A group of 34 lady criminal lawyers were selected for the study. The significant factors which are generating stress are busy schedule of work, odd duty hours, poor interaction, leading tendency of superiors, and poor interpersonal relationship among the colleagues in the work environment. The significant coping mechanisms as preferred by them are reading books, traveling/outing, listening to music etc.

**Panchanatham et al. (2006)** analyzed the stress pattern of coercive and non-coercive leaders. A group of 60 problem solving executives who belong to implementer style were considered for the study. It proved that coercive leaders are more stressful than non-coercive leaders.

**S.R.L.M. and Sarada Devi (2006)** assessed the probable ratio of satisfaction to stress of women in different occupations. The total sample comprised of 120 working women in which 30 lawyers, 30 engineers and 60 clerks. The findings of the study revealed that among all the three categories of women employees, the probable ratio of stress was more than satisfaction in their role performance.

**Moshe Givoni (2006)** analyzed the development and impact of the modern high speed train. The purpose of the study was to analyze “development and impact of the modern high speed train” - Risk Analysis, vol.26, No.5, 2006, pp593-611 50 the impacts of HST (High Speed Train) services. The main
technical challenges in the development of commercial HSTs were to develop a train and track that could maintain stability and the comfort of passengers, maintain the ability to stop safely, avoid a sharp increase in operating cost and maintenance costs and avoid an increase in noise and vibration to areas adjacent to the line. The study revealed that the modern HST is best designed to substitute conventional railway services on routes where much higher capacity is required and to reduce travel time, further improving rail service also against other modes, therefore leading to mode substitution. However the high investment in HST infrastructure could not be justified based on its economic development benefits since these are not certain. Finally, the following definition for HST services was suggested high capacity and frequency railway services achieving an average speed of over 200kmph.

Chand (2006) studied to examine the psychological factors in the development of work stress. The respondents are 150 junior management scale-1 officers in various banking institutions. The findings of the study revealed that job related strain is positively related with escape coping and negatively related with life event stress, control coping and symptom management coping.

Sikthingnanavel (2006) explored the effect of select yogic practices on stress of working women of 15 normal female volunteers. The suitable parameters were used before and after 10 days training programme. The results show that there is a greater improvement in the reduction of stress in the experimental group than the control group.

Latha and Panchanatham (2007) found out the job stressors and their implications on the job performance of 40 software professionals. More than 50% of the respondents do not feel stressed by the working conditions and promotional opportunities. Result showed that work load acts as major stressors for software professionals. Long work hours are indirectly associated
with psychological distress. More than 50% of the respondents do not feel stressed by the working conditions and promotional opportunities. It can be inferred that IT industry is providing better working environment. It is quite obvious that occupational stress influences employee’s experiences in different aspects of their job, such as job performance and job satisfaction. A part from this, occupational stress in turn gets influenced by the factors like work, role, interpersonal relationship, personal development and organizational climate. Studies in this regard revealed the above facts.

Anitha Devi (2007) aimed at identifying the degree of life stress and role stress experienced by professional women. A total sample of 180 women professionals belonging to six occupations were chosen for the study. The results revealed that, the older person experience lower life stress and role stress. Younger people experience more stress as compared to older people. The greater the numbers of years of service the greater life and role stress. The lower the income, greater stress experienced i.e. Stress decreases with increase in income. The result showed science and technology professionals and doctors experienced significantly greater life and role stress followed by administrators and self-employed. Teachers and bankers experienced comparatively lesser stress in both role as well as life.

Kaur and Kaur (2007) attempted to make a study on occupational stress and burn out among women police. The sample comprised of 80 women police and age ranges between 25-45. The results concluded that police work is most stressful occupation and as the occupational stress increases the level of the burn out also increases.

Chand and Monga (2007) examined the correlates of job stress and burn out among 100 faculty members from two universities. He found that, higher education can combat stress and burn out related problems among the faculty members. Respondents with internal locus of control, high social support and
high job involvement experience less stress. Results also revealed that, maximum stress is reported by professors and minimum by assistant professors.

Alivelu (2008) made a study on productivity performance on Indian Railways considering two outputs and three inputs factors from 1981-82 to 2002-03. He analyzed partial productivities and total factor productivity (TFP). He observed that fuel and labor efficiency increase productivity and thus reduce the cost of production on Indian Railways.

Amir Shani and Abraham Pizam (2009) Work-Related Depression among Hotel Employees have conducted a study on the depression of work among hotel employees in Central Florida. They have found that, incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress and work characteristics.

Viljoen and Rothmann, (2009) have investigated the relationship between occupational stress, ill health and organizational commitment. They found that organizational stressors contributed significantly to ill health and low organizational commitment. Stress about job security contributed to both physical and psychological ill health. Low individual commitment to the organization was predicted by five stressors, such as Work-life balance, Overload, Control, Job aspects and Pay.

Li-fang Zhang (2009) have conducted a study on titled Occupational stress and teaching approaches among Chinese academics. Researcher suggested that, controlling the self-rating abilities of the participants, the Favorable conceptual changes in teaching approach and their role insufficiency predicated that the conceptual change in teaching strategy is negative.

Kayoko Urakawa and Kazuhito Yokoyam (2009) in their work on - Sense of Coherence (SOC) may Reduce the Effects of Occupational Stress on Mental
Health Status among Japanese Factory Workers has found the result i.e. adverse effects on mental health due to the job demand and job stress was positively associated with SOC, the mental health status of males in managerial work was adversely negative, where as it was positive among the female co-workers. Finally they found that, SOC is an important factor determining the coping ability over the job stress for both the genders.

**J.E. Agolla (2009)** in his research titled - Police Officers: The Case of Botswana Police Service. He has conducted a study in Botswana, among the police to find out work stress symptoms and coping strategies among the police service. This study reveals that the police work stressors are; getting injured while on duty and the use of force when the job demands to do so, etc. The coping strategies were identified as exercising, socializing, healthy eating or diets, career planning and employee training.

**Connolly, John F and Willock, Joyce and Hipwell, Michele and Chisholm, Vivienne (2009)** in their research titled - Occupational Stress & Psychological Well Being following University Relocation they describe and analyze that management standards for work related stress (demand, support, control, role, relationships and change) can be analyzed by examining 1) overall levels of psychological strain 2) job satisfaction, and 3) the psychosocial working conditions.

**Schmidt, Denise Rodrigues Costa; and et al, (2009)** in their work on - Occupational stress among nursing staff in surgical settings. They aimed at evaluating the presence of occupational stress among nursing professionals working in surgical settings and investigating the relations between occupational stress and work characteristics.

**Laiba Dar et.al (2011)** in their work titled “Impact of Stress on Employee Job Performance in Business sector of Pakistan”, have selected 143 respondents
with use of convenient sampling & used structured questionnaire for collection of data. They found that, majority of respondents were male (76.2%), 72% of respondents were single & age below 30. They used Likert scale; Chi-square for analysis of gender, age, qualification etc; t-test were conducted to know stress score between Male & Female respondents and further they found that, male respondents are possess more stress bearing capacity than female.

Urska Treven, Sonja Treven and Simona Sarotar Zizek (2011) in their research titled - Effective approaches to managing stress of employees, have found that, where the workers are said to be stressed are more likely to be unsuccessful in their work. Various approaches of managing stress, good work organization and good management are the effective ways of preventing stress. They categorized stress broadly into three types; such as i) Transient Stress ii) Post Traumatic Stress Disorders (PTSD) and iii) Chronic Stress.

Sumit Prakash et al (2011) in their study titled “Study to assess the level of stress and identification of significant stressors among the railway engine pilots” assessed that increasing demands, exacting management, poor ergonomics, and intense competition within and without are likely to contribute to stress among the railway engine pilots. This excess of stress and its consequences cost very high to both the organization and the consumers. Top ten stressors have been identified and postural discomfort tops the list. The study also identifies minimal efforts from administration to reduce stress of its employees.

Devesh Kumar et al (2011) in their research article titled “Study of occupational stress among railway engine pilots” analyzed that traffic volume and speed is going to be increased in Indian Railways successively, leading to higher stress in staff connected with train operations. The jobs of railway engine pilots come under the category of high-strain jobs. Occupational
stressors of railway engine pilots were found significantly higher to that of office clerks. Occupational stressors of goods 42 train pilots were significantly higher in comparison to high-speed train pilots and passenger train pilots. Highest subgroup of stressor observed was role overload followed by role conflict.

Khalid A. (2012) in his research titled - Role of Supportive Leadership as a Moderator between Job Stress and Job Performance, have found that, there is a direct relationship between stress and job performance in any organization. To improve the performance of an individual in an organization an employee should receive good support from their leaders. Therefore, a supportive leader can improve the performance of an employee even at unfavorable situations

Deepika Sharma and Dr. M.L. Gupta (2012) in their work titled “Job Stress & Employee Burnout: An Overview”, have viewed new concept to Manage Stress and brings Distress in to Eustress i.e. S-Strength (Physical & Mental), T-Traffic Control 6 (Thought of Mind), R-Re-design (Life Style), E-Erase Anger, Fear & Ego, S-Sharing (Knowledge, workload, experience & Sorrow) and S-Surrender to the God. They concluded that, ‘without work all life goes rotten, but when work is soulless, life tifles & dies’.

Kavitha (2012) in her research titled - Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore, she has focuses on the organizational role stress for the employees in the IT sector. She found in her research that, women face more stress than men in the organization and she viewed to be more specific married women faces more stress than the unmarried women.

P.S. Swaminathan and Rajkumar S. (2013) in their work on - Stress levels in Organizations and their Impact on Employees’ Behaviour. They have conducted a study that focused on the levels of stress among the age group, profession, different varieties of jobs, hours of work and the influence of work
environment on the degree of stress faced by employees. Stress in an employees’ individual in nature. This study indicates that, an optimum level in which every individual can perform with his full capacity and identified three conditions responsible for work stress they are 1) Role overload 2) Role self-distance 3) Role stagnation.

Satija S. and Khan W. (2013) in their research work titled - Emotional Intelligence as Predictor of Occupational Stress among Working Professionals. According to them Occupational Stress is as same as Job Stress that needs to be controlled at the workplace otherwise it will negatively effect on employee’s work attitudes & behavior. This study investigates that, the relationship between Emotional Intelligence and Occupational Stress. This study revealed findings that, Emotional Intelligence is a most significant predictor of Occupational Stress.

Alfred Champion Ncube and Thembinkosi Tshabalala (2013) in their research work on “Factors contributing to the Cause of Work related Stress and Its Impact on Performance of Teachers in Nkayi District”, have used questionnaire to collect the data from 200 respondents (Teachers). The researchers have found that, 83% of the respondents were below 40 years of age. The respondents feel stress because of Poor pay (98%), work load (95%) & poor management (94%) are most highlighted. Respondents raked career development as least (33%). Teaching & working life of teachers impact on their job performance.

Ashfaq Ahmad and Dr. Mahammad Ramzan (2013) in their work titled “Effect of Job Stress on Employee Job Performance: A Study on Banking Sector of Pakistan”, have selected 144 respondents from the banking sector; used close ended questionnaire to obtain primary data. They used regression correlation for analysis of data. They found that, Job Stress & Performance are negatively correlated each other and stress is significantly reduces the
performance of employee. To boost up the performance organization needs to maintain healthy, friendly & co-operative environment in the working teams.

Dr. Sneha Mankikar (2014) in her research work titled “Stress management in Insurance Sector: A Veracity Check”, have found that, Men & Women are react to Stress in different ways in both physically & Mentally; gender impact on occupational Stress positively and the remuneration of employees & occupational Stress are highly correlated. She concluded that, responsibilities without stress will definitely improve work performance of employees.

Dr. N.A. Anabarasan and C. Jaganath (2014) in their research work titled “A Study on Stress management Among Employees in Information Technology sector at Chennai City”, have used structural questionnaire for collection of primary data from 100 employees of IT company; they used analytical & descriptive Study. They found that, majority of employees are between the age group of 25 years, 50.4% among them are married & most employees are strongly agreed that, more workload & working time leads to stress i.e. 52.40%. They concluded that, if stress is not managed properly & effectively leads to strained relationship among the employees.

Dr. Sandeep Singh and Himja Jamwal (2014) in their research work on “Impact of Stress on Employee Behaviour: An Empirical Study of J&K bank”, have distributed self-administrated questionnaire which comprises of 5 sections & 34 questions. 190 were fitted for analysis among the returned questionnaires. The researchers were used descriptive statistic for analysis (Correlation & KMO) with the use of SPSS-17. They found that, the stress is inversely proportion to employee behaviour i.e. higher the stress level, lower is the positive behavior and vice-versa.

Rajesh Ranjan and Dr. T. Prasad (Aug. 2014) in his study entitled “Working-Conditions, Stress and Their Outcomes: A Review Study among Loco-Pilots (Railway Drivers) in India” has investigate Stress is a normal part
of human life in the modern world. The effect of stress is a deviation from the existing physical and psychological damage of human life. Stress is unavoidable and can occur in all facets of life. Stress that is prolonged and managed poorly can result in negative physical, mental, and cognitive outcomes for humans. Other negative outcomes include anxiety, depression, weakened immune system, heart disease, obesity, and poor memory. The aim of this paper is to identify the level of stress among Loco-Pilots (railway drivers) in India. The work of railway drivers is considered as extremely stressful and this paper deals with factors that lead to stress and fatigue and thus to high probability of accident. The aim of this paper is to bring an extensive review of knowledge on stress, fatigue and working conditions regarding to job out- comes of railway drivers.

**Tarika, Ruchika and Monika (2015)** in their research titled “Stress Management: Its Causes and effect” have found that, employees feel stress because of imbalance of demand & resource \[S=P>R, S-\text{Stress}, P-\text{Pressure} \& R-\text{resource}\]. The Stressor which impact on employee are organizational, individual & Job Stressors. They concluded that, 60% of employees feel stress because of work overload, 20% because of family tension &40% because of non-achievement of work target.

**Mrs. Caral Lopes and Ms. Dhara Kachalia, (2016)** have conducted a study in private and public banks. They have shown that the technological growth has revolutionized the way banking sector works and the competition is globalised now way days because of the economic condition. The study found that there is a significant relationship between type of the banks, age, gender and education, job, role, interpersonal relationship and Impact of occupational stress. So the banking sector employee should adopt new coping strategies for maintaining good physical and mental condition to improve productivity.
B. Kishori and B. Vinothini (2016) have found that productivity of the work force is decisive factor for the success of an organization is concerned. In an age of highly dynamic and competitive world, an employee is exposed to all kinds of stressors that can affect them on all realms of life. The research intended to study the impact of occupational stress on Nationalized Bank employees.