Chapter II

REVIEW OF LITERATURE
This Chapter presents brief review of literature on occupational stress. Literature examined in this Chapter includes factors causing stress, consequences of stress and stress coping strategies. The studies that examined stress among different sectors are also reviewed. The review includes both domestic and foreign studies.

The study made by Alan Booth (1977)\(^1\) examined the stress among working women. The study showed that women who had just begun to work full-time and housewives with prior labor force experience showed many more signs of stress than wives in the other categories. The transition between employed and unemployed roles produces some stress for the female. Further, the study found that wife's employment has little effect on the marital discord and stress experienced by the husband.

Andrew G. Billings and Rudolf H. Moos (1982)\(^2\) analyzed the stressful effects of the work environment on personal functioning and the stress-buffering value of work and family social resources among a representative community group of men and women. It is found from the study that there is a significant relationship between several features of the work environment and employees' emotional and physical functioning. High work pressure, supervisor control, lacking in autonomy and clarity and low in work resources like little


involvement, peer cohesion, or supervisor support are found to be stressors. Work and family resources did not attenuate the relationships between work stressors and functioning for women.

David Galloway et al., (1986) studied the stress among School Teachers. It is revealed from the study that most of the sample respondents are found to be facing extreme stress due to different aspects of the job. Strained relationships between school and community and personal issues such as time management, interpersonal relationships, housing, travel costs, lack of privacy and physical isolation are found to be more important sources of stress.

Arlene Gray Blix and Jerry W. Lee (1991) are of the opinion that misfit causes stress. The author pointed out that individuals reporting misfit felt more stress. Further, these individuals want to change their job. The author suggests that there must be a "good" fit between the motivational style of the worker and the perceived job demands so as to eliminate workplace stress.

Rajeshwari (1992) made a detailed study on the causes of stress among bank employees. The potential stressors identified in this study are structural rigidity, poor physical working conditions

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and extra organisational factors. It is found from the study that there is a significant negative correlation between stress and work experience, income, age and family members. The author opined that stress management is unique highly individualistic.

Neera Pant and Gopa Bhardwaj (1992)\(^6\) in their pioneering study empirically evaluated the work stress of the managers of Public Sector Organisations. The results indicated that work stress is found to be felt by entire sample managers though to different degrees.

Haim H. Gaziel (1993)\(^7\) evaluated the stress coping strategies of Jewish and Arab school teachers and the effect of cultural factors compared with personal factors like locus of control, education, gender, and situational factors such as school type, school size, in relation to coping with occupational stress. It is revealed from the study that the cultural factor is powerful only when behavioural strategies of coping are involved. Jewish teachers frequently use active behavioural strategies in coping with occupational stress, while Arab teachers usually employ inactive behavioural strategies in coping.

Earl Smith et al., (1995)\(^8\) attempted to examine the stress among faculty. It is found from the study that the traditional

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conceptual divisions of academia, say, discipline, rank and gender, were significant in explaining task-based stress. Women faculty are found to be experiencing more work-related stress than their male counterparts. Faculty stress is found to have implications in the class-room and in research for the quality of faculty work.

Basanti Majumdar and Shelina Ladak (1998)\(^9\) suggested that increase in adequate childcare arrangements would result in decreasing workplace stress among women.

The study made by Andrew R. Arthur (2000)\(^{10}\) found that Employee Assistance Programmes provided by United Kingdom employers were reducing the effects of ‘stress’ on individuals. Further, workplace performance and productivity are found to be improving due to employee assistance programmes.

Debra L. Nelson and Ronald J. Burke (2000)\(^{11}\) conducted a study on women executives to explore their progress in organizations and the obstacles they face in rising to top leadership positions. It is opined that as more women participate in and lead work organizations, the health and well-being of women have important


implications for organizational effectiveness. Managerial women are found to be experiencing more pressure at work and the majority of this pressure comes from internal sources. Further, managerial women are found to be experiencing more pressure at home, with little support from their partners. The study confirmed that working women still carry the major burden of home and family problems.

Sims, Ronald (2002)\textsuperscript{12} observed that increased diversification of the workforce may lead to unique stress problems besides globalization and advanced information technology. Further, employees overtime work show significant higher levels of stress.

Farooq A. Shah (2003)\textsuperscript{13} attempted to examine the nature, dimensions, causes, manifestations and coping up strategies of stress. The study reveals that inadequacy of Role Authority, Role Erosion and Role Overload are the premier constructs of stresses confronting employees. There is a widespread feeling that they are asked to discharge less important duties than what their abilities warrant and are overburdened with amount of work to be performed within the given resources and time. As per the study results, most of employees experience medium to high levels of stress. Workers suffer least for want of job related information, the job demands are more or less in tune with their values and expectations, and the technological and

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operational changes in the industry are not so stressful. The study further reveals that the inter-group and superior-subordinate relationships at work are not so distasteful and the employees are not much disturbed on account of conflicting orders and expectations from various quarters.

Gourie Suraj Narayan (2005)\textsuperscript{14} observed that stress experienced by women managers is the result of the interaction of work and family factors as well as the wider social context. It is opined that stress management practices evolving from an individualistic perspective tend to place emphasis on treating the individuals to make them 'stress fit' and productive, rather than changing the other ecosystems that affect the women managers' experience of stress. It is suggested that an ecosystemic approach which focuses on individual, organisational and societal interventions be implemented to help women managers prevent as well as minimize the impact of occupational stress.

The study made by Hina Ahmed Hashmi et al., (2007)\textsuperscript{15} is aimed at exploring the relationship between marital adjustment, stress and depression. It is noted from the study that non-working married women are better adjusted in their married life than working


married women. Along with this they also do not feel depression and stress in their married life as compared to working married women. Depressed married woman have to face marital adjustment problems in her married life. She also cannot perform better her married life responsibilities because she is under stress and if a married woman feels stress in her life, it affects her household work, her relationship with spouse and other members of her family. Their attention diverted because of working in two situations. They cannot give proper attention to their marital lives and this causes depression and stress.

David Neary (2007) examined work-related stress and rehabilitation in the light of the introduction of Stress Management Standards in the United Kingdom. It is opined that work stress and rehabilitation are important issues for individuals, employers and policy makers committed to reform of the public services. With the introduction of the Stress Management Standards and the commitment to improving vocational rehabilitation provision, there is a developing national policy framework but whether this will be matched with existing practices in organisations remains open to doubt.

The study made by Brahmaiah and Bhaskara Rao (2009) found that stress scores were higher in case of males when compared

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to females among university students. Women teachers have more stress than men teachers.

Balakrishnan et al., (2011) probed the coping patterns of occupational stress among executives in an automobile organization. It is reported that job stress is likely to continue to present a major threat to the individual’s health and organizational productivity. Further, it is opined that job stress will be on the rise with the turbulence of economy in India and it would do well for any kind of Organizations to accept this fact and invest time and effort to address the issue.

Eswari and Saravanan (2011) studied the job stress among the women nurses in Coimbatore city. It is evident from the study that there are many factors that contribute to dissatisfaction in the workplace. The less job satisfaction results in more stress. It is suggested that recognition of frustrations, such as turnover, lack of internal empowerment, burnout and elimination of external sources of stress can decrease satisfaction in the nursing care setting.

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The study made by Dhanabhakyam and Anitha (2011) examined the kind and level of stress faced by working women and identified the sources of stress of working women. The study also attempted to identify the impact of stress of working women. It is found from the study that all the respondents have distress due to personal and organizational sources. Managing the daily home activities, childcare and looking after the family members are found to be the major factors that cause distress among the working women. Organizational factors of distress are found to be developmental opportunity provided by the management, recognition for hard work and availability of transportation facility.

Hassan Jorfi et al., (2011) analyzed the relationship between communication effectiveness, stress management and job satisfaction. It is deduced from the study that there is a significant and positive relationship between stress management and communication effectiveness with job satisfaction.

Gayatri and Ravichandran (2011) examined the stress management mechanism of IT companies in Chennai, India. It is revealed from the study that most of the employees in a private

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organization get stress due to work performance, dictatorial management policies, irrational promotional policies, workload disproportionate to salary and favouritism. The flaws in interpersonal relationship lead to more stress among the employees. Employee’s personal health and family circumstances are found to be crucial factors for the quality of work life and stress free environment. The maximum percentage of the poor performance of employees is found to be due to physiological and psychological problems. The organizational climate influencing stress in the IT companies is predominant. Further, it is found that the demographic variables like education, age, salary and experience for all level executives in the IT sector organizations are creating stress among the employees and especially the experience of the employees force them to practice stress management to avoid unnecessary impediments to developmental activities. It is suggested that management policies in favour of stress management, performance appraisal and organizational development are useful for the smooth conduct of the organization without stress.

Geeta Kumari and Pandey (2011) analyzed the stress management in Avatar steel industries, Chennai. It is revealed from the study that more than half of the respondents suffer stress in their job. Among all other factors, role overload causes more stress

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according to most of the respondents. Most of the respondents feel only moderate level of stress and some of the respondents feel high level of stress in their job. More than half of the respondents have physical inconvenience due to stress and most of the respondents suffer from headache and high blood pressure. Almost all the respondents are found to prefer to follow coping strategies personally, to manage stress and they prefer to do meditation and yoga to reduce stress.

Uma Devi (2011)\textsuperscript{24} assessed the level of stress among IT professionals. The study also examined the stress coping strategies of IT employees. The author identified various stress coping strategies like stress management programs, finding triggers and stressors, lifestyle modification programs, stress counselling programs, supportive organization culture, physical activities planned in job design and spiritual programs.

Bishawjit Chandra Deb and Sujan Kanti Biswas (2011)\textsuperscript{25} identified the sources of stress and also measured the extent of stress. Major sources of stress identified by the study include organizational workload, family related problems, over control, excessive supervision and social insecurity. Majority of the sample respondents of the study


suggested ‘do nothing’ as the most popular stress coping strategy. It is suggested that the best way to prevent stress in the Organization and within the individual be chosen. Further, negative effect of stress could never be over looked and it is essential to consult with physicians or psychiatric consultant.

Bazgan Magdalena-Camelia and Bazgan Marius (2011) 26 analyzed the impact of stress management on work performance. The study found that there is a significant relationship between the stress management and the intensity of overall professional satisfaction. It is opined that when the quality of the organization and professional communication increase, stress management ability will also increase.

Abdulmuhsen Ayedh Alqahtani (2012) 27 in his study made an attempt to identify the causes of organizational stress. The study pointed out three causes of stress, namely, stress due to physical environment, stress due to lack of control and stress due to organizational policy.

Nazira Paruk and Anesh Maniraj Singh (2012) 28 made a novel attempt to find out the relationship between demographic variables and stress. The study found that there is a significant relationship


between the age and stress. The different age groups felt the effects of stress differently. Females are found to be experiencing higher stress due to family responsibilities than their male counterparts.

Anil Kumar and Neelam Rathee (2012)\(^\text{29}\) made an attempt to identify stress among teachers and its effect on job satisfaction. The study also analyzed the attitude of sample towards stress management. The results indicated that effective communication channel with management can reduce stress among employees; harmonial relations with subordinates and superiors can reduce stress; good working environment can decrease stress; and effective Performance Appraisal System can play important role in management of stress. It is suggested that quality of work life improves the performance as well as reduces the stress among employees.

The study made by Adigun Abel and Okoiye O Emmanuel (2012)\(^\text{30}\) attempted to analyze the effects of emotional intelligence and stress management training on job performance of non-academic staff in a University. The study shows that job performance will be improved with effective intervention of emotional intelligence and stress management.


Deepti Pathak (2012)\textsuperscript{31} pointed out the impact of organizational stress on job satisfaction level of the individuals. The study shows that there is a negative relationship between organizational role stress and job satisfaction. Stress level of the employees is found to be lessened by perceived organizational support which in turn indirectly affects job satisfaction. It is suggested that stress free environment be provided to employees so as to improve their level of job satisfaction and commitment to the organization. Further, it is suggested that employers can increase the employee satisfaction level and decrease the employee absenteeism and turnover by understanding the role and importance of individual and organizational variables in minimizing the organizational stress.

Jawahar Rani and Muzhumathi (2012)\textsuperscript{32} in their study attempted to analyze how far work-family conflict causes stress among different categories of women professionals. Women professionals with high work-family conflict are found to be facing higher stress. As far as organizational role stressors are concerned, role overload is found to be the most stress causing variable among women professionals. An analysis of major stressors among different categories of women professionals reveals that self–role distance is


found to be major stressor in the case of lecturers, while role erosion is the leading stressor in the case of doctors. Professional women engineers are found to be facing stress due to personal inadequacy. There is a significant relationship between low life satisfaction and stress among women.

Vijayadurai and Venkatesh (2012)\textsuperscript{33} assessed the factors contributing to stress among Women College teachers. Stressors found in the study include heavy workload, much pressure, not recognizing of their efforts in the institution and sexual problems within the institution.

Alexandra L. Terrill et al., (2012)\textsuperscript{34} observed that women are found to be struggling to meet the competing demands of their multiple roles of job and family, which in turn may represent the basis for preventive intervention to address the potential influences on adverse health outcomes.

The study made by Anasuya J. Akbari (2012)\textsuperscript{35} investigated the existence of stress as well as life satisfaction among working and non-working women. The study finds that the level of physical stress is little higher among the working women than among non working women.

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women. The level of family stress is lower among working women than among non-working women. As far as the role stress is concerned, it is higher among working women than among non working women. The level of life satisfaction is higher among working women than among non-working women. The level of physical stress, role stress and life satisfaction are found to be higher among working women than non-working women.

The study made by Andohol Jerome Terhembta and Terwuah Simeon (2012) examined the executive stress and its management. It is revealed from the study that physical and mental exertions by the executives make them more vulnerable to stress and the performance of their jobs. Phone calls, phone answering, the processing, the management over business problems and a compulsive thriving to outwit other executives are found to be the factors further adding to high levels of stress among executives. Experiencing economic recession, business glut, fuel scarcity, power failure, poverty, epileptic food shortages and economic necessities, worrisome social problems, a choked entrepreneurial spirit, political instability and general insecurity are also the factors leading to stress among the executives.

The study made by Bushara Bano and Parvaiz Talib (2012)\textsuperscript{37} aims to identify the concept of Emotional Intelligence (EI). The study further examined the role of emotional intelligence as the moderator of occupational stress. It is reported that emotional intelligence has a strong moderating role in reducing stress and emotional intelligence plays a very significant role in accomplishing personal and organizational objectives.

Eric S. Parilla (2012)\textsuperscript{38} attempted to identify the level of stress experienced by the different levels of employees of a University. The author compares the level of stress of the different types of employees of the school. The study showed that the management experienced the highest level of stress simply because they have to balance their interrelations with both the top level management and the rank and file employees. Their personal contact with both the top level employees and subordinates may make them more vulnerable to stress. The study found existence of a positive and significant relationship between job stress and job position.


Hira Aftab and Anam Javeed (2012)\textsuperscript{39} aims to find out the impact of job stress on the Counter-Productive Work Behavior (CWB) and to quantify the relationship between job stress and counter-productive work behavior. It is evident from the study that overall sample was mainly facing job stress due to huge deal of attention demanded by their work beyond normal jobs range, remember many things, excessive workload than normal work, forced to work more by their supervisors and employers, poor communication, no appreciation received from management, unfair performance evaluation system, inappropriate working conditions and inappropriate salaries and rewards. The study also showed that there was enough positive correlation exists between job stress and employee counter-productive work behavior.

Aniket Shukla et al., (2013)\textsuperscript{40} assessed the level and source of stress, coping mechanisms and influencing factors in student nurses. It is found that nursing students had high levels of perceived stress. The major source of stress was found to be academic load and interface worries. The stress due to clinical work was not perceived as more than that due to academic work or lack of appropriate interaction pattern within seniors and colleagues. A positive trend was


evident in use of approach over avoidance coping strategies. It is suggested that time and stress management, communication skill training and use of effective coping skills for handling academic and interpersonal stress should be incorporated into the curriculum early in the nursing career.

Felicity Asiedu-Appiah (2013) investigated into the policy and practice of work-life balance in banking institutions in Ghana and how these practices are able to help in managing the stress levels of employees. It is revealed from the study that work-life balance practices offered by their organization are effective in managing their level of stress in the opinion of majority of the respondents. The study discovered that there is almost a polarized view among respondents regarding the effectiveness of work-life balance in managing stress.

Etonyeaku et al., (2013) attempted to identify the sources and influences of job stress on bankers. The result of the study revealed that the sources of stress to bank workers in Nigeria include multiple duties performed, discriminations based on gender, tribe/state of origin, high demand for job performance, among others. Bank workers also undertake multiple tasks like personal identification of customers, authentication of payments, credit/debit evaluation,

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supervising and monitoring using new technologies. The study further showed that multiple duties, high demand for performance, lack of regular promotion, among others are sources of stress. The respondents differ significantly in opinions that discrimination based on gender, state of origin or tribe, distance and unhealthy work environment cause stress to men. Some health ailments like fatigue, recklessness, anger, sadness and depression, were found as a result from job stress on the workers. The result also found that stress does not lead the bank workers in Nigeria to negative social behaviour at home because outburst of anger over little matters, refusal of social visit result to alcohol or drug abuse, nor women locking themselves up without talking to anyone has no influence on the workers.

Daniel Bo and Moses I. Ukeh (2013) examined the extent to which job demands on practicing journalists in Benue State, Nigeria, affect their stress levels and job satisfaction. It is revealed from the study that there is a linear and negative association between occupational stress and overall job satisfaction. Gender analysis in the study also indicated job satisfaction differences felt between male and female journalists and found no stress difference in the level of stress for both the groups. The study further reveals that there is a negative correlation between stress and job satisfaction. Since there

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is a negative correlation between stress and job satisfaction, it follows that the higher the stress, the lower the satisfaction with job.

Anju T. Bisht and Vallari T. Kukreti (2013)\textsuperscript{44} assessed the level of stress experienced by women in various categories of Body Mass Index (BMI). It is found from the study that BMI has an impact on level of stress in women. The women at risk of being overweight had highest level of stress. The underweight women had significantly lower score for stress than women with normal BMI. Both age and marital status of women significantly influenced the BMI and stress level.

Bhuvaneshwari (2013)\textsuperscript{45} attempted to study the stress among working women. It is revealed from the study that stress in women was found to be directly proportional to their age. This may be because of the additional responsibilities imposed on the elder women both in the family as well as workplace. There is a direct impact of working hours on the stress percentage undergone by the working women. This may be due to the nature of work they undergo which leads to physical and mental tiredness.

\textsuperscript{44} Anju T. Bisht and Vallari T. Kukreti (2013), “Impact of nutritional status on stress levels in women of Uttarakhand, Northern India: Age and marital status as predictors”, \textit{Scholars Journal of Applied Medical Sciences (SJAMS)}, Vol.1, No.5, pp.544-547.

The study made by Seema A Suryawanshi and Vishal J. Mali’s (2013)\(^{46}\) analyzed the relationship between organizational role stress and job satisfaction. The author identified that there is a significant variance between stress dimensions and gender, age and grade of the employee, while negative correlation is found between stress and job satisfaction. Major stressors found in the study include lack of clarity in the roles, heavy workload, conflict relationship among the employees, assignments etc.

Suresh (2013)\(^{47}\) undertook a study of examining the stress among the software professionals. The study also identified the factors causing stress among the employees besides physical and behavioral consequences of stress. The study found significant relationship between stress and demography factors like age, experience and designation. Personnel policies and practices in the IT sector are found to be contributing stress among its employees. Software professionals are found to be facing more stress due to deadlines. It is suggested that stress free work environment should be provided by the employers by recognizing where stress is becoming a problem for staff. Further, it is suggested to the IT sector in particular that organizations are required to initiate necessary steps to identify and arrest the psychological problems of the employees so that stress


related problems of the IT sector employees would be decreased and performance will be improved.

Yasin Munir et al., (2013)\textsuperscript{48} analyzed the impact of organizational stress on organizational effectiveness. Organizational stress, organizational change and knowledge management are found to be strongly correlated with organizational effectiveness.

Indu Rathee (2013)\textsuperscript{49} investigated the stress management of Government and Non-Government secondary school teachers. The study also attempted to find gender differences as to stress management. It is found from the study that there is significant difference between stress management of teachers of Government and Non-government secondary schools due to high level of pressure on the minds of non-government school teachers as compared to those of government teachers. Further, the study found that there is no significant difference between the stress of management of female and male teachers.

Mohd Abass Bhat (2013)\textsuperscript{50} studied the stress among bank employees. The study also examined the relationship between job


stress and work life imbalance, job overload, relationship at workplace, job control and job characteristics. The study indicated that individuals who have internal locus of control are less affected by stress on the job. Absenteeism, labour turnover, and productivity decreases are all symptoms of underlying problems of stress. It is suggested that all the employer’s must be motivated to take action to eliminate or reduce risks, including stress risks to uphold the sanctity. Further, employees be encouraged to take action in the areas of physical activity and time management. Physical activity and time management are key reducers of stress.

Viorica Petreanua et al., (2013)\textsuperscript{51} examined the effects of work related stress on productivity. The study found that majority of the sample respondents are feeling stress due to inadequate income. Majority of the sample respondents opined that significant changes that took place in modern workplace resulted in stress. It is opined that there is a need to improve the work quality and productivity and to provide the safety and health at the workplace.

Robert S. Bridger et al., (2013)\textsuperscript{52} while examining the occupational stress found that occupational stress in an organization would result in increasing harmful effects on the individuals themselves. Younger population is found to be more vulnerable to


stress. It is suggested that stress coping strategies like participation in sports and exercise be encouraged by the organizations. Organizations should provide stress management training to its employees.

Senthil Kumar and Mohan (2013) examined the relationship between the level of stress and stress coping strategies among teachers. The study found that most of the coping strategies followed by the organizations to reduce stress are new skills development, meetings with staff, better physical working conditions, team work and encouraging staff tours. Career development and stress management are also found to be associated with level of stress at one per cent significant level.

A study on effects of occupational stress is carried out by Kamlesh Bali and Rashi Goel (2013). The study also examined the effects of cadre of the person i.e., manager, supervisor and worker on psychological well being and self-esteem. It is opined that stress affects the physical, psychological and financial balances of an employee as well as the employers. It is suggested that employers as well as employees should appreciate that work must be valued and

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not excessive. Top priority should be given to actions that reduce job stress.

Adriana Ortega et al., (2013)\(^5\) analyzed the stress within the working women. It also explored the association between foods related behavior indicators and level of stress among the working women in Malaysia. It is opined that high levels of stress among working women have been observed traditionally as a result of competing demands they faced at home and at work. The study showed that huge percentage of the sample women are facing medium to high stress levels. The findings further revealed that young professional women in Malaysia reported high levels of stress and unhealthy food related behavior patterns.

Ayyappan and Sakthi Vadivel (2013)\(^6\) focussed their study on occupational stress in banking sector. The study analyzed the factors which contribute to occupational stress to the bank employees. The study found that stress among bank employees is growing rapidly due to technological growth and global competitions. Further, it is found from the study that there is a significant association between impact of occupational stress and bank type, sex, age, literacy level, marital status, years of experience, job role and type of family. It is suggested


that employees in the banking sector must adopt new stress coping strategies to maintain good physical and mental condition to improve their productivity.

Deepa Ananda Priya (2013) highlighted the job stress of women employees in IT and ITeS Industries. The study analyzed the factors influencing job stress among women Employees in IT and ITeS industries and also examined the impact of job Stress on physical and psychological well being of women employees in IT and ITeS industries. It is revealed from the study that meeting deadlines and job insecurity are the major factors causing job stress of women employees. Sample respondents are found to be experiencing more psychological stress than physiological stress. It is suggested that organizations must consider deadlines given to their employees. Organizations should provide psychological support to its employees which can reduce the job stress.

Girishkumar P. Raval (2013) made a study on stress among school teachers. The study analyzed the factors causing stress and also explained the impact of gender and educational level of the teachers on the factors contributing to the stress. The study delineates that teachers of primary, secondary higher secondary


school are suffering with stress from different stressors. It is suggested that teachers must identify that factors which are causing stress and enough attempts should be made to reduce the causes of the stress. Regularly practicing Yoga and Meditation along with physical exercises can reduce the stress.

Aditya Sharma and Chhaya Parihar (2014)\textsuperscript{59} conducted a study to examine the type of episodic stress experienced by post office employees and to analyze the sources of episodic stress among employees. It is found from the study that intense daily activity causes stress to post office employees. It is suggested that different stress coping strategies be tried and then decide the one that seems to be the most effective.

Bassma A. Ibrahim et al., (2014)\textsuperscript{60} conducted a study to examine the job stress among the workers. The study showed a high prevalence of high job strain among the workers. Most of the younger age group are found to be facing high job strain. Further, it is striking to note from the study that workers with shorter duration of employment had high job strain. Further, statistically significant association was found between social support and high job stress.


\textsuperscript{60} Bassma A. Ibrahim, Rasha F. Abdellah, Soha E. Younis, and Amani W. El-Din, (2014), “Job Stress and High-Sensitivity C-Reactive Protein as an Indicator of Chronic Inflammation among LG Electronics Company Workers in Ismailia City”, \textit{Medical Journal of Cairo University}, Vol. 82, No. 1, March, pp.157-161.
The study made by Behrooz Eskandarpour et al., (2014) explores the impact of job stress on employee productivity. The study found an inverse relationship between occupational stress factors and efficiency. It is suggested that organizations must provide training, promote mental health and offer diverse applications to reduce stress. Weekly and monthly meetings will be conducted to exchange ideas, experiences and psychological pressure to resolve collective work centres within an organization to solve problems and mental work.

Benjamin Rozario and Krishnakumar (2014), in their study discussed the occupational stress among private bank employees. In their study, huge percentage of the sample respondents are found to be facing severe stress related ailments and a lot of psychological problems because of professional and personal reasons. Major stressors found in the study include heavy workload and work life imbalance. It is suggested that stress management programmes for different categories of employees be organized in order to cope up with the stress. Further, steps should be taken to redesign jobs with adequate role clarification without role ambiguity.

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Deepak Kumar et al., (2014) discussed the major causes of stress in their study. The study also examined the day to day’s activities of the sample in the workplace to manage the stress. Lack of time management is found to be the major stressor in the study. It is suggested that an effective time management techniques which provide flexible working hours by convenient shifts and over proportional improvement of the leisure situation through work hour reduction, would reduce the stress and improve the productivity of the firm.

An attempt has been made by Nada Ismail et al., (2014) to study the organizational factors associated to occupational stress among Lecturers. It is found that organizational factors had showed the significant association with the occupational stress levels. Psychological job demand is found to be one of the stressor to occupational stress in the organization. Limited communication is one of the factors that make insufficient support from the top management to the lecturers, which in turn lead to stress. Lack of control over work, the work place and employment status have been identified by the study as sources of stress.

Rao and Shruti Mathur (2014)\textsuperscript{65} demonstrated the effects of stress and tension on employees. The study also examined the organization’s general attitude towards stress of employees. It is opined that when employees are in stressful situations, they didn’t give the favourable judgment for the given tasks. The study observed that sample organization talked about stress when employees reach at the crisis point of stress as the sample organization felt that they are in loss because of stressful employees. It is suggested that employees should not merge their personal and professional life at workplace.

Prakash and Kumari (2014)\textsuperscript{66} investigated causes of the stress level of non-profit organization employees. The study observed that most of the employees in the private organizations are getting stress due to work performance, irrational promotional policies, workload disproportionate to salary and favouritism and dictatorial management policies. It is suggested that Human Resource Department in the organizations must arrange various stress management programs like Yoga, recreation, exercise and other mind relaxation programs to ventilate stress factors due to workload and interpersonal relationship.


Prakash Babu and Vembu (2014)\textsuperscript{67} looked into the stressors among the women employees in the Banks. It is concluded that there are various stressors among women employees in public sector Banks like work overload, role ambiguity, poor working conditions, work shifts, lack of participation in decision making, inappropriate leadership style, transfer, lack of supervisory support, lack of social support and technological changes in the organization. Excessive stress is found to be resulting in bodily disturbances such as peptic ulcers, migraine, headache, fever etc. Further, high level of stress also affects self confidence, lower self-esteem, lack of concentration and reduce job satisfaction.

Mohd Zubair Kales (2014)\textsuperscript{68} studied the occupational stress amongst teachers of professional colleges. The study compared the occupational stress of male and female Teachers as well as junior and senior teachers. It has been revealed from the study that both female and male teachers are found to be experiencing high workload. Both male and female teachers have shown similarity on stress index as far as dimension of responsibility is concerned. The findings further revealed that both junior as well as senior teachers experience high


workload. Both the groups of teachers are same on the area of role ambiguity of Occupational Stress Scale.

Hemanalini (2014) explored the various factors that stimulate stress level among women workers. The study also identified the various causes for stresses that affect women in the working atmosphere. Further, the study assessed the perception of the personnel towards their Job Stress. The study also analyzed the stress coping strategies of the sample women. The findings showed that high targets and high concentration are the major causes of stress, followed by noise pollution. Majority of the respondents are found to be chosen Yoga as the stress coping strategy to manage their lifestyle, followed by meditation, time management, hearing music. It is suggested that all the employees irrespective of their age, experience, income or any other priority should be treated equally and the business tactic of managing without any dissatisfaction is necessary.

Vijay Francis Peter (2014) in his study on wellbeing of school teachers in relation to stress level and vulnerability found that the level of stress resistance is excellent among school teachers in case of behavioral, psychological as well as social.


Sam Raj (2014)\textsuperscript{71} offered a critical analysis of the stress faced by the faculty members. The findings revealed that lack of advancement, lack of training at workplaces, financial crisis, lack of time to spend with family members and friends and poor health are causes for stress. As far as impact of the stress is concerned, the study found that sample Faculty members are suffering frequent headache, confusion and depression, shouting at others, tiredness and anger. The study showed that the improving skills at workplace, visiting relatives and friends in their spare times would work as stress relieving techniques.

Dolly Dwivedi et al., (2014)\textsuperscript{72} examined the relationship between Emotional Quotient (EQ) and Stress Management. It is found from the study that there exists a direct positive relationship between EQ and stress management.

Enekwe et al. (2014)\textsuperscript{73} attempted to study the stress management techniques of bank employees in Nigeria banking industry. It is revealed from the study that male and female bankers were found not to differ significantly on their stress management technique. It is concluded that stress management is not gender


sensitive or gender-centric. This means that the problem of stress is both genders sensitive. Furthermore, section of a banker was found to have a significant influence on stress management technique among bank employees in Nigeria banking industry.

Gopinath (2014)\(^74\) attempted to examine the relationship between development of Emotional Intelligence (EI) and reduction of Executive stress. It is found from the study that the behavioral intervention improved the stress management score and reduced the executive stress. It is concluded that behavioural intervention is very effective in managing stress and reduction of executives stress.

Afroze Nazneen et al. (2014)\(^75\) make an attempt to find out the nature and type of organizational role stress and stress tolerance levels of top executives of public and private sector executives. It is found from the study that executives of Private sectors are suffering with high level of organizational role stress than their public sector enterprise counterparts. The dominant role stressors among the executives of public sectors undertakings are Role erosion, Role Isolation, Inter Role Distance and Role Stagnation. While in the case of public sectors executives, the dominant stressors are role erosion, role isolation and inter-role distance. The study also indicated a very

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positive relationship among the factors of organizational role stress and factors of stress tolerance level among both the groups.

The study made by Ajeet Kumar Singh and Nidhi Bhatia Gogia (2014)\textsuperscript{76} found that role conflict, role ambiguity, peer pressure, highly competitive environment and performance pressure effect employee motivation positively and hence enhances the overall performance and productivity.

Angeliki Douvaras and Wilfred I. Ukpere (2014)\textsuperscript{77} investigated the causes of stress in an organisation and its effects on individuals in the organizations. It is opined that stress pervades every aspect of organisational work life and is a real issue in the workplace. Stress is essentially factors in or outside the organisation which inflicts a dramatic threat on how individuals cope within the organisation, their performance levels and essentially their well-being, and how the organisation copes as a hole to reach its objectives. It is found from their study that every single participant of the study showed signs of stress and there were even a handful of those who demonstrated signs of extreme stress. It is suggested that organisation’s behaviour needs to be changed in order to cope with stress.


Anju and Kumkum Singh (2014) studied the difference in occupational stress as related to gender, age and education of government hospital nurses. The study finds that there was statistically significant relationship between genders; male and female and occupational stress among nurses. Female nurses showed more occupational stress score. There was no significant difference between two age groups and occupational stress of nurses. There was no significant effect between two education group; low and high and occupational stress of nurses.

Aruna (2014) examined the causes of stress in banking sector. The study finds that people feel little stressed when they have the time, experiences and resources to manage a situations. They feel great stress when they think they can’t handle the demand put upon them. It is suggested that time management, job satisfaction, yoga, meditation, reducing conflicts and career planning are the best techniques to overcome stress.

Bharathy (2014) study examined stress related factors in the BPO/ITeS Sector. The study brings to fore the prevalence of stress symptoms and also numerous work situations that groom stress and

78 Anju and Kumkum Singh (2014), “Occupational Stress as related to Age, Gender and Education of Governmental Hospital Nurses”, American Research Thoughts, Volume 1, Issue 1, November, pp.43-52.


make these BPO/ITeS employees very easily vulnerable to stress related disasters which may be physical, psychological, social cultural as well as economic disturbances. It is clear that the various common relaxation measures are not being carried out in the companies surveyed. The relaxation programme are not widely and frequently followed in the BPO/ITeS companies surveyed.

From the foregoing analysis, it can be synthesized that so many studies had been conducted on the occupational stress and its effects. Most of the authors agree that the employees are experiencing stress in this globalization era due to various organizational as well as personal factors. Further, studies have also been conducted on stress among working women. However, majority of the literature fail to identify the major factors leading to stress among working women in different service sectors. Further, the relationship between the demographic characteristics and the stressors is not established in most of the studies. Service sector is the booming sector at present. Yet seldom does one come across a serious study on occupational stress among women working in service sector and its impact on the women. Therefore, the present study is an endeavour to fill the gap in the literature with an aim to identify the major factors leading to stress among working women in service sector and also the consequences of stress besides the examining the relationship between demographic variables and the stress.

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