REVIEW OF LITERATURE

Brook (1973) reported that qualitative changes in the job create adjust mental problem among employees. The interpersonal relationships within the department and between the departments create qualitative difficulties within the organization to a great extent.

Cobb (1975) has the opinion that, “The responsibility load creates severe stress among workers and managers.” If the individual manager cannot cope with the increased responsibilities it may lead to several physical and psychological disorders among them. Mishra et al.(1997) conducted a study to compare the occupational stress among public and private sector public relations officers. The occupational stress index (A.K. Srivastava and A.P. Singh, 1981) was administered to the sample population. Critical ratio test was used to find out the difference between perceived occupational stress among public and private sector public relations officers. The analysis of the data revealed that public relations officers of public sector experienced significantly higher occupational stress on the dimensions of role ambiguity, role conflict, unreasonable group and political pressures, powerlessness, poor peer relations at work, intrinsic impoverishment, low status and strenuous working condition as compared to public relations officers of private sector. Second, no significant difference was found between the PRO's of public and private sector on the dimensions of responsibility.

Sabir et al.(2003) indicated that nearly one third of the working population in developed countries report high to very high levels of stresses. Similarly, evidence for newly industrialized countries is also indicative of the prevalence of stress. Time pressures, excessive demands, role conflicts, ergonomic deficiencies, job security and relationship with customers are particularly common stressors amongst employees in the financial services sector. Furthermore, new stressors such as computer breakdowns, computer slowdowns and electronic performance monitoring, have developed as a result of human interaction with computers for persons, under participation and unprofitability. Lastly, the PRO's of private sector scored significantly higher on role overload that the PRO's of public sector.

Barhem et al (2004) define stress as an extraordinary state affecting individual human functions as an outcome of internal and external factors which differ qualitatively (having different types
of stressors) and quantitatively (having different numbers of stressors) from individual performance, due to individual differences.

**Sharma, Khera and Khandekar (2006)** Computer Related Health Problems among Information Technology Professionals in Delhi - A publication in Indian Journal of Community Medicine in January 2006 found more on visual stress and musculoskeletal symptoms, initially being mild and temporary and later with increasing years assuming more intense and permanent nature. It also found that computer related morbidity had become an important occupational health problem and of great concern. It suggested an immediate need for the concerned authorities to collaborate and enforce suitable preventive measures.

**Kulkarni (2006)** in an article Burnout said that rapid change of the modern working life is associated with increasing demands of learning new skills, need to adopt to new types of work, pressure of higher productivity and quality of work, time pressure and hectic jobs are increasing stress among the workforce. Further he added that privatization and globalization have ignited mergers, acquisitions and precarious employment. Anne Marie Berg et al* in a study in 2006 of Norwegian police said that the prevalence of subjective health complaints was relatively high and was mainly associated to job pressure and lack of support. Males showed more depressive symptoms than females. All stress factors on frequency were positively associated to the burnout dimensions depersonalization and emotional exhaustion except work injuries.

**Basu Jay ant and Bhattacharya Sunetra (2007)** In their study “Distress wellness and Organisatonal Role Stress among t Professionals: Role of Life Events and Coping Resources” pointed that among IT professionals of Kolkata subjectively experienced distress and wellness is closely associated with organisational role stress. The researchers have investigated that personal and professional stressors exert cumulative effect on individuals. They have also pointed that female employees experience less amount of stress than their male counterparts and older employees experience more stress than younger ones.

**N Kathirvel (2009)** Stress is the reaction that people take due to excessive pressure or other types of demand placed on them. It arises when they worry that they cannot cope. Stress is a demand made upon the adaptive capacities of the mind and body.
R Neelamegam and S Asrafi (2010) in their article said that Stress is a general term applied to the pressures felt in life. Stress at work is almost inevitable in many jobs. It has become a major buzzword and a legitimate concern of the time.

Pratibha Garg (2010) Job or occupational stress is mismatch between the individual capabilities and organizational demands. Employees often experience stress because of work overload, an expected work pace, difficult work schedules, role conflict, uncertainty regarding job security, poor interpersonal relationships and unpleasant working conditions. This stress manifests in conflict, depression, headaches, hypertension, alcoholism and other conditions. The organizations do not only lose money by paying medical bills but there is a loss of productivity.

L.S. Kang and R.S. Sandhu (2011) in their article said that Stress is an individual’s state of mind in an encounter of a demanding situation or any constraint in the organization which s/he feels harmful or threatening for her/himself. Stress emerges from various energy seeping conditions in the working environment.

Satyanarayan S and Dr. Maran (2011) in a study on stress management faced by employees belonging to IT sector highlight reinforced the job stress and types of stress faced by employees of SEMANSYS Technologies. The researchers have found that there were many contributing factor for stress that include workload vulnerability and low physical conditions. They also pointed that there was no particular difference in stress variable and gender and suggested yoga counseling bran storming techniques and relaxation activities to reduce stress.

Vijay Joshi and K.A. Goyal (2012), Employees of banks are supposed to be proactive, proficient enough to bear responsibility and to perform under very stiff competitive environment. The existing banking industry is going through very critical situations, for example, global market is facing recession, the growth rate of emerging economies are going down; the pressure of competition is very high and apart from this dynamic environment of banking industry; various banks are restructuring their path of growth.

Lalit Singla (2012) “Managing occupational stress: a study of marketing executives in public and private life insurance companies” investigated that certain demographic and psychographic factors that are responsible for increase in stress level of employees belonging to insurance companies across public and private sectors. It suggests that personality or behavior traits are
crucial in chain of events which leads from excessive stress to the development of specific stress related disorders.

**Ramezan Jahanian et al, (2012)**, Stress is a fact in our daily life. When a person needs help, it means the person feels physically and emotionally disabled. Most people believe that their capacity and capabilities are so little to encounter high level of stress. Today, with progress in all respects, human is facing new challenges in many different fields as if progress in turn creates new problems. Over a century, the nature of working has been changed widely, and still these changes are in progress. Following these changes, number of illnesses has been increased, morality and human aspects are faded and new problems are occurred every day, so that we are facing job stress which called “illness of the century”.

**Renu Agarwal (2013)** “Stressful work-organization: a systematic study on occupational health” suggests that excessive amount of work load at work place men measure sad with their superiors and women measure stress concerning their family member’s care apart from their job. It also suggests that effective training programs must be designed to resolve stress related issues through effective communication.

**Roli Pradhan and Praveen tanwar (2013)**, This study follows a line of investigation about the existing knowledge of stress management strategies among the employees in Indian commercial banks. The study reviewed number of different issues related to occupational stress and explored the factors causing stress. To understand the factors leading to stress, an in-depth study was conducted from the employees of three different banks.

**Harish Shukla and Rachita Garg(2013)** Banking, like other services, has become one of the highly competitive sectors in India. The banking organizations, since the beginning of this decade, have been facing greater challenges in terms of technological revolution, service diversification and global banking. Stress is unavoidable on the part of the employees as the systems, procedures; techniques are getting complicated with the use of advance technology. Every employee cannot cope with such rapid changes taking place in the jobs. This will lead to arising of stress among employees. An attempt has been made through this research paper to know the reasons of stress among the bank employees and the ways used by employees to cope with the stress generated at workplace. It is found that maximum number of employees in banks remains in stress. Majority of the employees try to find solution to relieve the from stress.

**Enekwe, Chinedu Innocent1et al, (2014)**, Stress is often termed as twentieth century syndrome
born out of man’s race toward modern progress and its ensuring complexities. At one point or
the other, everybody suffers from stress. Stress has become a part of day-to-day living of every
individual. On the one side, stress provides the means to express talents and energies, and pursue
happiness; while on the other it can also cause exhaustion and illness, either physical or
psychological. This paper has been designed to study the stress management techniques of bank
employees in Nigeria banking industry. An attempt has been made to find out the relationship
between the female and male coping mechanisms during stress.

Tilottama Azad (2014), Stress Management is getting more and more attention now-a-days,
particularly in the financial sectors. There is no such thing like stress-free job. Everyone in their
work is exposed to tension and anxiety as they gets through the duties assigned to them. Banking
industry which is the backbone of the country’s economy is not an exceptional one. The job
nature of banking employees is very tedious as it involves the direct customer interaction in all
levels.

Managers” has investigated effects of stress on employees and how they can combat the stress by
eliminating emotional problems sustain well being and by encouraging subordinates to work
under stressful situations.

suggests the role stress and coping strategies in Indian banking sector. It indicates that banking
employees are not much stressful on account of erosion of their role scope and inadequate job
resource. The study suggests that banking sector employees generally adopt avoidance styles
while cope role stress.

outcome amongst police personnel” study reveals that more number of police personnel are
under high stress with respect to their group norms. Coping strategies of police officers with low
stress levels be identified and used for training purposes so that stress can be managed
effectively.

Unnikrishnan.P (2015) Stress is a physical and emotional reaction when everyone encounters
the various challenges of life. It will lead to mental unrest. Stress is the body’s automatic
response to any physical or mental demand placed on it. Stress is a negative concept and creates
a negative mental attitude in the mind of individuals. The various reasons for stress in
organizations are over work load, role ambiguity, role conflict, isolation, lack of family-social support etc. Moderate stress relating to job aspects is essential because it helps to improve the performance of employees. But over stress leads to mental dissatisfaction, conflict, absenteeism, turnover etc. so every organizations must care their employees from having over stress. Division of work, prioritizing & organizing, yoga & meditation, balanced time schedule, improving emotional intelligence etc are some of the ways to minimize stress.

**Budhi Sagar Mishra (2015)** Stress has become momentous collision on human life, due to dynamic social factor and varying desires of human life style. Stress is essentially adaptive rejoinder to a superficial state of affairs which would lead to corporal, psychological, intellectual, and behavioral change. Even though stress kills capacity of brain cells, and all stresses are adopt destructive, hopelessness in his present physical human nature. In the segment of stress the opposite quantity of stress can basically elicit passion in respect of work, and latent abilities and even ignite inspirations.

**Nirmala. R. (2015),** The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial well being of the employees. The banking organization, have been facing greater challenges in terms of technological revolution, service diversification and global banking. Stress is unavoidable on the part of the employees as the systems, procedures; techniques are getting complicated with the use of advance technology.

**Uzma Zaidi (2015),** The purpose of present research is to investigate relationship and between time management and professional stress among bank managers. Moreover, it investigates gender difference on the variables of time management and professional stress. The sample consisted on hundred subjects, was taken from various bank of Government sector. How organize are you and Professional life Stress scale were used to assess time management and professional stress in bank managers. Pearson product moment coefficient of Correlation and t-test were calculated for analysis of data.

**Risham Preet Kaur1 and Poonam Gautam Sharma (2016)** Today workplace stress is becoming a matter of concern for all the organizations. Banking sector is no more an exception. Workplace stress has emerged as a black plague in this present scenario. In India, banks are
amongst top ten stressed work places. Despite of feeling relaxed with the advent of modern technology and innovations in the banking sector, employees are feeling overloaded with work and stressed out.