LITERATURE REVIEW

Joseph E. Agolla & Henry Ongori (2009) in the research paper “An assessment of academic stress among undergraduate students: The case of University of Botswana” investigated the stressors, symptoms & effects that are likely to be experienced by the undergraduate students in higher institutions. The findings reveal that continuous poor performance, uncertainty of getting job after graduations are some of the stressors among students. The study has suggested some of the measures which will be useful to students, lecturers & even career counseling centres.

Dhrub Kumar & J M Deo (2011) research was “To study on the stress and work life of college teachers.” The purpose was to measure different aspects of work life of college teachers in general and to find out differences in perception of male and female as well as junior and senior teachers with regard to their responses in particular. Researchers remarked that the literature relating to stress research in India is quite scanty with regard to teaching in higher educational institutions in particular. Whereas the growing demand for innovation, autonomy as well as accountability in the wake of globalization, privatization and accreditation etc. has altogether changed the very character of higher educational system in India. They studied the relationship between job stress, work family conflict and organizational citizenship behavior and reports that when employees participates in extra-role behavior above and beyond what is expected of them, will lead to more stress. Finally findings revealed that junior college teachers experienced significantly more stress on most of the dimensions of stress in comparison to senior teachers. However female teachers experienced more role overload and inter-role distance stress as compared to their male counterparts.

Surinder Kaur (2011) in his study “Comparative Study of Occupational Stress among Teachers of Private and Govt. Schools in Relation to their Age, Gender and Teaching Experience” defines stress and rightly classified it into good stress and bad stress. The methods of identifying different types of stress i.e. self analysis, mutual analysis etc was detailed about. The relationship was established between stress and teachers, wherein teacher’s responsibility was explained as well as literature survey was carried out to support the relationship between two. The reason provided for occupational stress was the dramatic changes that had taken place in the society over the last decade and life stress have become more immediate focal point of interest. Due to all the factors that he had mentioned about the stress, stress itself is an ever-increasing research orientation into occupational as well as life stress. With the most important investigations being undertaken are sources of stress, manifestation of stress and the factors affecting stress. Various solutions to tackle different types of stress in our day to day life were also provided.
To sum up the entire study author concluded, rather than finding a reason, we need to focus on priorities or issues or problem areas due to which stress occurs.

The purpose of the study conducted by Muhammad Rashid Badar (2011) “Factor causing stress & impact on job performance, A case study of Banks of Bahawalpur, Pakistan” was to identify the potential factors that cause stress, & how they affect the job performance of employees in Banking sector of Pakistan. The study elaborates work related stress as one of the most increasing & problematic issue for the working organizations. According to the earlier study stress is viewed as the root cause of low performance & reduced productivity. The findings of the study show that the primary responsibility for controlling the growth of stress in work environment lies upon the shoulders of managers & employees.

Ram Kumar P.B. (2011) in his article “Training & Development Program & its benefits to employees & organization: A Conceptual Study” has studied about the structure & elements of employee training & development program. He has mentioned in his paper that employees are the esteemed resource of an organization & every organizational success depends on the performance of the employees. In this study, there is a substantial support for individual employees & organization to get the several benefits from training program. These benefits may directly or indirectly enhance employee performance & in turn the productivity of the organization. This study has also emphasized on the positive outcomes of training for the organizations.

Ritu Rani (2012) in her article “A Study of Occupational Stress in relation to Demographic Variables” says occupational stress, is the inability to cope with the pressures in a job because of poor fit between someone’s abilities to his/her requirements and conditions. The findings of the study were male & female teachers did not differ in their levels of occupational stress. Teachers working in Government schools were more stressed as compared to private school teachers. Suitable measures like meditation, yoga, providing recreation facilities, democratic administration etc. were also provided to reduce stress.

Ritu & Ajmer Singh (2012) in their article “A study of predicting teacher effectiveness among secondary school teachers on the basis of their occupational stress” studies relationship between teacher’s effectiveness & occupational stress among secondary school teachers. The findings were, teachers were experiencing low stress level. Teachers were not much affected by the problems which they came across in relation to their job. They had a high level of stress tolerance. The study suggests a “Stress Awareness” drive need to be
incorporated with the social orientation subject & regular assessment of stress level should be done in order to prevent stress.

C. Muthuvelayutham (2012) et al. researched on the topic “A study on the impact of Occupational stress among teachers on Job Satisfaction and Job Involvement-An Empirical Study.” In this study, they have precisely explained the difference between pressure and stress. Pressure motivates us and enables us to perform at our best. However, if we experience too much pressure without the opportunity to recover, we fail to cope and stress is the result. The study suggests that stress can be reduced when some variables are addressed like receiving inadequate salary to meet financial needs, lack of time to undertake research; lack of information about what is going on, excessive paperwork, difficulty in achieving personal career goals, insufficient institution recognition and support for research and many more. The study concludes that there is a considerable level of impact of stress on Job Satisfaction and Job Involvement among teachers.

Anwar (2012) et al. researched on “Teachers stress, performance and resources: The moderating effects of resources on stress and performance.” They said institutions success depends upon the teachers performance as they are the one who educate the most valued assets of country i.e. students. According to them the performance of teachers were negatively influenced by different types of stress contributing factors which may exist within or outside the educational institution. The study found a direct relationship established between teachers stress and their performance. Stress affects the performance by lowering their productivity as well as productivity of educational institutions. The job satisfaction and motivation level decreases even when teachers suffer from health and psychological related problems. Even they have mentioned about the personality traits models like five big personality models, Success Resources Model and the conservation of resources and the JD-R Model. They suggested that in order to curb the rising stress level of teachers, moderators should be used.

Syed SaadHussain Shah (2012) et al. researched on “Impact of stress on employee’s performance: A study of teachers of private colleges of Rawalpindi.” The purpose of this research was to investigate the stress issues associated with the college teachers and the effect of stress on their performance. Findings of the study were there was a positive relationship between monetary reward and employee efficiency whereas a negative relationship between organizational structure and employee efficiency. No relationship was observed between administrative support and employee efficiency. For further studies researchers have also recommended to use the other 3 variables i.e. organizational
environment, personal/family problems and individual personality as a mediating or moderating variable. They pointed out that the culture of the society and organization can also be used as a variable for further studies. They correlated the MNCs and even the small and domestic firms with the culture and establish a relation that culture is the main reason for success and failure, failure in either internal culture of the organization or employee culture will bring the result.

Harajyoti Mazumdar, Dipankar Gogoi (2012) et al. in the research paper “A Comparative study on stress & its contributing factors among the graduate & post-graduate students” mentions that stress is an unavoidable phenomenon which is often seen in the life of students. The study says post graduate students were easily targeted to stress in comparison to graduate ones. The study had covered three factors related to stress i.e. behavioral factor, psychological factor & psychosomatic factor. Effects of stress on male & female students were inferred separately & found percentage of stress symptoms differed in both the categories.


“Causes of stress in public schools and its impact on work performance on educators” was researched by Kiveshnie Naidoo (2013) et al. This article reported on educator stress in public schools. The article sets the objectives of identifying the causes of stress in public schools of educators in KwaZulu-Natal. The theory on the causes of stress were empirically postulated and analyzed by means of data employed exploratory factor analysis. The causes of stress were organized into two categories professional stressors and personal stressors. Organizational, environmental and individual factors were further classified. The study identified total seven key causes (factors) of educators stress such as Organizational support, Overload, Remuneration, Control, Job insecurity, Relationship opportunities and Growth opportunities.

Roli Pradhan & Praveen Tomar (2013) in their article “Evaluating Stress in the Indian Banking scenario” attempts to investigate about the existing knowledge of stress management strategies among the employees in Indian commercial banks. This study has explored the factors causing stress and an attempt was made to conduct an in-depth study of 3 different bank employees. The findings of the study were, if the employees are accustomed with the meaning of stress, its consequences and how to control it, employees will be able to manage stress efficiently. Management of private sector banks were more effective in
handling their stressful situation and employees of public sector banks need effective support from management and accordingly focused on revising the existing stress management system. Suitable measures were also suggested to individual and management to overcome stress.

Showkat Khalil Wani (2013) in his paper “Job Stress & its impact on employee motivation: A Study of a select Commercial Bank” mentions that the productivity of employees & overall productivity of the organization is affected by levels of stress & motivation. The researcher states that due to the rising competition & sizeable increase in the volume of banking business there is an increase in job stress and so a need was felt to study this topic. The paper concludes that increased level of stress leads to decrease in motivational level of employees. The study also suggested charting out proper human resource development programs which would aim at overall development of employees working in the organization.

G. Lokanadha Reddy (2013) et al. have researched on the topic “Occupational Stress of Higher Secondary Teachers Working in Vellore District”. One of the major objectives of this study was to find out the level of occupational stress of teachers working at higher secondary level. The other objectives of the study is to know how far and to what extent the selected independent variables (gender, age, ----) are influencing the dependent variable-occupational stress of higher secondary teachers. To overcome occupational stress, the researchers have suggested some measures which could prove beneficial to teachers in coping with stress. The study has also suggested some measures for Stresses of job life. It can be conveniently managed, to a large extent, at different stages through various institutional interventions.

“Occupational stress and health among teacher educators” was researched by Vipinder Nagra (2013) et al. The study aims at finding out the level of occupational stress and its relationship to health among the teacher educators in relation to their gender and marital status. Researchers have suggested that in order to prevent the teacher of adverse consequences the policy makers, stakeholders, educationists, administrators, and managements must find ways to lessen their stress levels. They must also be familiarized with the various coping strategies to be followed whenever they experience stress like, exercise, meditation, walking, listening to music, yoga, social networking, etc. Researchers have recommended that the study can be replicated on a larger sample and on teachers of other institutions as well as other districts and states.
Narasappa Kumaraswamy & Sabah (2013) in their research paper “Academic Stress, Anxiety & Depression among college students – A Brief Review” states that the above topic is a matter of concern for the nation. The study has emphasized on stress among college students, their emotional & psychological problem & also study suggests some preventive measures which can be taken to reduce the negative effect of stress, anxiety & depression on students.

D. Rajasekar (2013) in his paper “Impact of Academic Stress among the Management students of AMET University – An Analysis” examined the impact of academic stress among the management students. The objective of the study was to find out the present level of stress, sources of stress & stress management techniques that would be useful for management students.

Sanjeev Kumar & J. P. Bhukar (2013) in their research paper “Stress level & coping strategies of college students” states that the purpose of the study was to investigate the stress levels & coping strategies of professional students belonging to Physical Education & Engineering professions. The study concluded stating its findings that coping strategy was higher in boys than girls of engineering profession but the girls of physical education had higher coping strategy than boys belonging to same profession. Finally it was concluded that physical education students had better coping strategy than engineering students.

Anil Chandhok, Mansi Monga (2013) in their research paper “Impact of Job Stress on Employee’s Performance of Sales Department: A Comparative Study of LIC and Bajaj Allianz Life Insurance Company Ltd in the selected cities of Haryana” states that a fair degree of stress is felt at all level & in all occupations. The paper attempts to find out the degree of stress between the employee’s of LIC & the employee’s of Bajaj Allianz Life Insurance Company. The findings of the paper were employees of Bajaj Allianz Life Insurance Company face more stress as compared to LIC, the reason being more targets to be achieved, less job security & more working hours.

A. Subrahmanyam (2014) in his paper” Higher Education for Sustainable Development: Quality Perspective” has mentioned that the development of human capital is crucial since it helps the nation to achieve its vision & mission. The study says a quality human capital comes from a quality education process. The findings of the study were that for a sustainable development, quality education must be continuously provided. The need for quality education
for sustainable development is premised on the grounds that the challenges of development are essentially required to bring about stability & transformation in the economy through equitable distribution of resources. The study concludes that quality education when provided to all, citizens will strengthen the weak structures which inhibit or prevent the delivery of all other services.

**Anil Chandhok & Bhavet (2014)** attempts to find the degree of stress between the employees of LIC & RLIC & what impact they have on the performance of employees in their article “A Study on the impact of Job Stress on employees performance: A Comparative Study of the employees of sales department of LIC & Reliance Life Insurance Company ltd.” The study revealed that the employees of the RLIC are more susceptible to stress than the LIC as more targets have to be achieved by RLIC employees. Job security was more in LIC as compared to RLIC. But RLIC provides better working environment & benefits to employees to reduce this individual stress level.

**Anju Sigroha & Yogita Girdhar (2014)** has researched on the topic “Comparative Analysis of level of Work life Balance of women employees in Indian Corporate with special reference to three sectors.” Researchers described Work life Balance as the equilibrium point on see-saw, one side of which is occupied by personal goals & family responsibilities & the other side by work place necessities. According to researchers work life balance is seen more as women issue. This article examines level of work life balance of women employees in Indian Corporate sector. The findings were in all the 3 sectors, women employees have low to moderate level of work life balance but it is highest in case of service sector & lowest in case of manufacturing sector. Finally researchers have concluded that happy employee can contribute maximum to the organisation & a happy employee is the one who maintains a balance between both work & life.

**Aditya Sharma & Chhaya Parihar (2014)** has researched on “A Comparative study of Role Stress among Public Sector & Private Sector Bank employees.” Researchers described role stress as the stress experienced by the persons due to their role in the organization. The objective of this study was to find which employee would face more stress & the findings were, both the public and private sector employees face moderate levels of stress, of which they are subject to role erosion the most & resource inadequacy the least.

**Lalit (2014)** has researched on the topic, “Does Education expenditure impact India’s Economic Growth: A Time Series Analysis.” The purpose of this research was to empirically
estimate the relationship between education expenditure of government & economic growth of our Indian economy. The findings of the study were there is a positive relationship between EDU (Investment in Education) & GDP & vice versa & also there is a positive relationship between GDP & GDCF (Gross Domestic Capital Formation) & vice versa. Researcher has also suggested that effort need to be made by policy makers to increase the level of human capital in India through which productivity can be enhanced in order to increase our GDP. In addition to this, quality assurance in education should also be given utmost priority in order to make it growth enhancing. This paper supports the economic theory, which states, there exists a positive casual relationship between education expenditure & economic growth.

Shameer. & E. Joseph Alexander (2014) in the research paper, “Adjustment Problems of IT Professional in relation to their occupational stress” attempts to find out adjustment problems of IT Professional w.r.t their occupational stress. The findings were the level of stress was correlated on the basis of gender, work tenure & their adjustment habits.

Beulah Vijji Christiana (2014) et.al in their paper “Impact of Stress and Job Satisfaction towards Work Life Balance of IT Professionals & private sector Executives: An Empirical Study” correlates organizational productivity with the employees performance & employees performance with the stress & job satisfaction level. The study indicates that stress is a matter of concern for both the employer & employees. The outcome of stress for employees is their ill-health & for employers is reduced productivity. The findings reveal that if the organization & individual make efforts, stress can be reduced & the productivity can be enhanced. Thus the study concludes that work life balance of employees is expected to contribute towards greater job satisfaction which in turn will result into enhanced organizational productivity.

M.Kotteeswari (2014) et al. in the research paper titled “Job Stress & its impact on performance employees working in BPOs: A study” attempts to find out the job stress factors affecting the performance of the employees. The study reveals that job stress is negatively related to performance. Stress at work is not a new phenomenon of modern life styles. The nature of work is changing at rapid speed & will continue to change. Stress has touched almost all professions & with change comes stress. The study suggests that employer can control certain stress factors which affect the employees in performing their job & thereby can extend their support to the employees to get rid of the job stress.
Meenu Saini & Nirmala Chaudhary (2014) in their research paper “Organizational Commitment & Occupational stress of employees in public sector banks: A comparative study of SBI & PNB Banks” defines organizational commitment as a psychological state that characterizes an employees relationship with an organization & has implications for the decision to continue membership of the organization. The study reveals that there is a gap between the workplace demand & an individual’s ability to carry out & complete these demands. Employees with high level of organizational commitment have significant contributions to the achievement of the organization under competitive situation. The employees suffering from high stress have less productivity whereas individuals who are highly committed to their job are more productive.

Hartesh Pannu, Prerna Tikku (2014) in their research paper “Outcomes of stress: A Study of cause & Remedial Actions for reducing stress” defines stress as a natural human response to its environment & is of the view that moderate level of stress are essential motivators. This paper has identified different types of stress in the workplace & how it affects employee’s productivity. The study concludes by understanding various coping mechanisms so that the individual can attain proper work life balance.

Jyoti Bajpai, Trupti Dave et. al. (2014) had researched on “A Study of Impact of Work Stress on Managerial Creativity with reference to Indian Executives.” Researchers had mentioned that the base of all worries is desire & the associated ego involvements called Kleshas. When one is caught under Klesha, Dukh arises, i.e. Dukh is the result of Klesha. The purpose of this research was to find the impact of work stress on managerial creativity & for this different variables were studied. Findings were hierarchy & qualification together have positive impact on managerial creativity whereas, age, gender has no significant effect on managerial creativity. Finally it was concluded that higher the work stress lower is the managerial creativity.

Fathima (2014) has researched on “Work life Balance of women in the unorganized sector.” She describes unorganized sector workers are those who don’t have any job security, income security or social security. The purpose of her research was to focus on the problems faced by women workers which deserve special emphasis in view of their marginalized position within the class of workers. Women working in unorganized sector are mainly from the poorest sections. Poverty traps them to work in least protected and lowest paid jobs. This study has focused on does the works of women affect their personal life and how they manage and balance their work with personal needs and obligations of the family. The finding of the study were the female workers try maximum to do their work smoothly without affecting their child care, family obligations, personal and financial needs, but inspite of this the circumstances sometimes compel them to get imbalances. The study suggested that unorganized sector should
frame strong policies for having social security, common wage system, leave provision and uniformity system, leave provision and uniformity in the working hours.

Monica Agarwal, Santhi Narayanan (2014) et al in the research paper titled “Task Demand as a factor causing Job Stress: A Study of working women of IT sector in National Capital Region of Delhi” states that working women in IT sector India are more exposed to job stress because of the imbalance between the demands of the organizational environment & individual resources affecting her psychological well-being. The research findings concluded that task demand was the major factor leading to job stress in working women.

JyotiVij, KavitaVij (2014) et al in research paper “Meditation: A key to overcome Stress” explains meditation as a type of mind – body complementary medicine. The purpose of research was to evaluate the effectiveness of a meditation – based stress reduction. Meditation is beneficial for stress management & overall health. The research concludes that meditation gives a sense of calm, peace & balance that benefits both emotional well-being & overall health of individual.

Rahul Seth (2014) in his study “What influences harmonious employee relations?” explains that harmony in employee relations is influenced by the presence or absence of human values in the employment relationship which can be explained by the social exchange theory in an institutional context whereas employee relations is the study of relationship between an organization and its employees. The study suggests that there should be a balance between the benefits & costs of the two parties that enter into an employment contract. The findings were as there is no one stop solution for maintaining employee relations harmony, it needs to be managed in the context of its environment. The study suggests organizations to take a system approach & manage the influence of a variety of factors on employee relations & only then a balance between the influencers can be achieved & a harmonious industrial environment can be guaranteed.

PrabhjotKaur, SamridhiGoyal (2014) et al in their research paper “Manufacturing Strategies to capitalize & enhance human potential in India manufacturing sector” focuses on the issue which most of manufacturing units are facing tremendous skill shortage & high attrition rates. The purpose of this study was to find various strategies used by Indian manufacturing industries & to suggest new ways to capitalize & enhance human potential. The study infers that an effectively motivated & competitive human resource produces the best quality of goods.
Sanjay Pandey, Archana Agrawal (2014) in the research paper “The Impact of Emotionally Individuals, work teams & managers on Organisational Effectiveness” points out that with a rapid change in professional & personal life styles of individual & with the increasing pace of competition emotional intelligence is the main element for creating a profitable business & also in leading a successful life. The paper concludes by discussing the positive impact which emotionally intelligent individuals, work teams & leaders have on organizational effectiveness.

Jacob Das, Nirmal K Singh (2014) in their research paper titled “Impact of Privatisation on Education in India: An Analysis” states that the purpose of this research was to answer the upcoming thought that, though we are living in a global world which is supported by two strong pillars i.e. privatization & liberalization but, are we able to enhance the quality of both the product & the service of education? The paper concludes by highlighting the ongoing crisis & issues specially with regards to privatization of education in India.

Payalchatly (2014) in the research paper “Workplace Stress: How to Overcome it?” describes stress is what people feel when they have to respond to a demand. Even the study has mentioned about positive & negative stress. The study says negative stress may cause harmful impact on employee’s mental & physical health whereas, positive stress may act as a motivator & it may serve to increase productivity in employees. Finally study concluded as stress is not something to be dismissed as being just part of the job. Some measures should be adopted by top managers as they have a legal & moral responsibility to protect the physical & mental wellbeing of their employees.

RESEARCH GAP ANALYSIS AND NEED FOR STUDY

Earlier researches shows that stress has become the topic of discussion today. The potential threat of stress identified in the research is increasing day by day. But still the area remains ignored. Quite few areas are explored with regard to this problem. It is well said that instead of finding solution to the problem first try to identify its root cause. With regard to this the earlier researchers have focused on stress & its various causes. Some of them have touched the impact factor & have correlated it with their actual potential & performed potential whereas some of them have even studied with job satisfaction, performance appraisal & work environment aspect. Earlier researchers have covered some of the dimensions of stress. This research would help the economy to understand how stress affects our productivity and thereby the growth of the economy is hampered. Research would focus on the effects it has on the employee’s productivity
& also on the commercial growth of the educational institutions. Finally to conclude the area which was identified as left untouched in the earlier researches is the correlation of stress with the performance level and then correlating it with the commercial aspect of the higher educational institutions.