Occupational Stress and Anxiety among employees from different sectors

SHARANOOR HUSSAIN

(13PHD007)

A thesis submitted to the
Avinashilingam Institute for Home Science and Higher Education for Women
Coimbatore-641043

In Partial Fulfillment of the Requirements for the Degree Of Master of Science in Human Development

March-2015

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Certified as Bonafied Research Work

30/03/15

Signature of the Supervisor

30.3.15

Signature of the Head of the Department

ACKNOWLEDGEMENT

The researcher raises her heart in a humble prayer of thanks giving to the **ALMIGHTY GOD** for His manifold mercies which enabled her to successfully complete this research study.

The researcher records her sincere thanks to **Dr. Thiru. T.S.K Meenakshisundaram M.A., M.phil., Ph.D.** Chancellor, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore, for providing the infrastructural facilities for the conduct of the study.

The researcher wishes to express her profound gratitude to **Hon. Col. Dr. (Tmt) Sheela Ramachandran, M.Sc., P.G. Dip., Ph.D.,**Vice chancellor, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore, for being a constant source of guidance during the course of the study.

The researcher extends her sincere thanks to **Dr. (Tmt) A. Venmati, M.Sc., M.Phil., Ph.D.,** Registrar, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore, for extending all possible help for the smooth conduct of the study.

The researcher expresses her respectful regards and sincere thanks to **Dr. (Tmt) N. Vasugi Raaja, M.Sc., M.B.A., M.Phil., Ph.D.** Dean, Faculty of Home Science, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore, for rendering all help needed for the successful completion of the study.

The researcher records her respectful regards to **Hon. Col. Dr. (Tmt). Saroja Prabhakaran, M.A., Dip.Ed., Ph.D.,** Chief warden, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore, for providing all the help for the smooth conduct of study.

The researcher owes her heartfelt gratitude to **Dr. S. Jaya, M.Sc., M.Ed., M.Phil., Ph.D.,** Professor and Head of the Department of Human Development, Avinashilingam Institute for Home Science and Higher

Education for Women, Coimbatore, for untiring enthusiasm, useful suggestions, and motivation.

The researcher expresses her sincere gratitude to her guide (Tmt) **M. Priya, M.Sc., M.Phil.** Assistant Professor in the Department of Human Development, for her effective guidance and encouragement, meticulous efforts and valuable suggestions, enduring help, support and patient assistance rendered for the successful execution of the study.

The researcher also acknowledges her heartfelt thanks to all the Doctors, IT professions and Bank Employees for granting the permission to carry out the study. She records her deep sense of appreciation to all the respondents from institutions for their willingness in providing the required information and for their co-operation.

The researcher also wishes to thank her parents for their prayers and constant encouragement, and moral support.

CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF PLATES

LIST OF APPENDIX

I. INTRODUCTION

The term “adult”, which may conjure up the image of someone who is a “grown up”, refers to all individuals who have reached a certain level of physical, psychological, and social maturity (Susa Krauss W, 2001). A young adult, according to Erikson’s stages of human development is generally a person in the age range 20-40, whereas middle adulthood is 41-60(The Theoretical Basis for the Life Model, 2009 &PSY 345 Lecture Notes, 2009).

Technology change, life style changes, job demand, environmental changes like political, legal etc play a role in globalization. Stress and anxiety is totally different for different people because employment and their responsibility also vary in their nature (Showkat Hussain Gani, 2013).

Occupational stress is work related has become a worldwide epidemic. Workplaces are generally designed for efficiency and profit, not for workers’ well-being; but human costs can hurt the bottom line. When people feel they are in the wrong jobs, or when efforts to meet job demands are out of proportion to job satisfaction and other rewards, stress can result. And, as we have just seen, stress-intense frequent, and prolonged-can play havoc with physical and mental health (Levi, 1990; Siegrist, 1996).

- 69 percent of people suffering from stress related disorders such as depression were apprehensive that society would consider them to be crazy. 55 percent of people suffering from stress related disorders say they have no or very few close friends.71percent people under stress refrain from social activities.50percent of people under stress say they are not able to pursue leisure activities or hobbies.
- 77 percent people under stress say anxiety or disorders such as insomnia or depression hamper their romantic relationships. 58 percent are embarrassed to acknowledge that they are depressed. 35 percent people suffering from social anxiety disorder say they avoid intimacy with partners.

I (i). Stress

Stress refers to an excess of demand made upon the adaptive capabilities of the mind and body and is seen in the form of a physical demand, a mental demand or both. Stress at work can be a real problem to the organization as well as for its workers(Sapna & Dr. Ved Prakash Gabha, 2013).

The word stress is derived from the Latin word "Stringere", which means, "to be drawn tight". In medical terms stress is described as, "a physical or psychological stimulus that can produce mental tension or physiological reactions that may lead to illness." The concept of stress was first introduced in life sciences by Selye Hans in his pioneering work in 1936. In psychophysiology, stress refers to some stimulus resulting in a delectable strain that cannot be accommodated by the organism and which ultimately results in impaired health or behaviour (Dr. Maninderjit, 2012).

Stress related with job or occupation is called occupational stress. Occupational stress refers to a situation where occupation related factors interact with employee to change, disrupts or enhance his psychological and physiological conditions such that the person is forced to deviate from normal functioning (Dr. Maninderjit, 2012).

Stress at work can be a real problem to the organization as well as for its workers. Good management and good work organization are the best forms of stress prevention. Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues and where they can cope with its demands and pressures (Dr.J.Vijayadurai, 2012).

Definition of stress:

According to Richard Lazarus (1976) ‘stress is a condition or feeling experienced when a person perceives that demands exceed the personnel and social resources the individual is able to mobilizes’.

Stress is how a person mentally and physically reacts to circumstances that are considered difficult or challenging (Beckner, 2004).

Stress may be defined as the sum of physical and mental responses to an unacceptable disparity between real or imagined personal experience and personal exceptions(Dr. D. Rajasekhar, 2013).

The National Institute of Occupational Safety and Health (NIOSH – USA, 1999) defines stress as “the harmful physical and emotionalresponses that occur when the requirements of the job do not match the capabilities, resources, and needs of the worker.”

Symptoms of stress:

Below are some of the symptoms of stress listed out by palmer, S. and Dryden, W. (counseling for stress problem). It should be noted that these symptoms can also occur with a range of medical or psychological disorders.

Behavioral Symptoms:

- Restlessness
- Loss of appetite/ overeating
- Aggression/ irritability
- Sleep disturbances/ insomnia
- Poor time management
- Withdrawing from relationships
- Teeth grinding
- Decreased/ increased sexual activity

Emotional symptoms:

- Anxiety
- Depression
- Anger
- Guilt
- Suicidal feelings

Physical symptoms:

- Tension
- Headaches
- Palpitations
- Pain

Imaginary symptoms:

- Helplessness
- Losing control
- Accidents/ injury

Causes of stress:

The initial impact of the spill-over effect after the occurrence of an acute stressful life experience outside of the work environment, like the death of a family member, illness or strife, will often be obvious, firstly to the family, then friends after which co-workers or colleagues will also become aware of the stress experienced (Quick, Murphy, Hurrell & Orman, 1992:56). An overview of causes leading to stress within the work environment includes, and is limited for the purpose of this study, to: organizational functioning, task characteristics, physical work environment, career matters, social matters and finally remuneration, fringe benefits and personnel policies.

- **Organizational functioning**

Evidence suggests that if these aspects within an organization are of poor quality, they may contribute to increased levels of stress (HSE, online: 2001). In contrast, an organization perceived as positive overall, would relate both to a decrease in perceived stress and also to fewer reports of ill-health (Cox and Kuk, 1991:12, Cox et al, 2000:69). Lack of control or minimal freedom of independent decision-making has been frequently associated with the experience of stress, related anxiety, depression, apathy, exhaustion, low self-esteem and an increased incidence of cardiovascular symptoms(Terry and Jimmieson, 1999:97).

- **Task characteristics**

Task characteristics can be regarded as psychosocial hazards which, not only relate to the content of work, but also to the subsequent possible stressful experience and potential harm to an individual's health and well-being (Cox et al, 2000:75). Research states that poor mental health can be related to work overload or under-load, as well as a lack of control over pacing with subsequent high levels of time pressure (European Agency for Safety and Health at Work, 1998:5).

- **Physical work environment**

The physical work environment has been considered as a very important stressor related to higher levels of stress, subsequent emotional exhaustion and lack of optimal health (Duquette et al, 1994:341). Therefore, targeting particular individuals or groups with regard to work-related stress, will be of limited use without also addressing the general work environment, i.e. the physical factors(Kennedy et al, 1997:28).

- **Career matters**

Role ambiguity, role conflict, training or skills development, and obsolescence. Lack of variety or short work cycles, fragmented or meaningless work, under-utilization of ability and skills, as well as high levels of uncertainty are all aspects of the job content that can be hazardous or have detrimental effects on an individual (European Agency for Safety and Health at work, 2002:5).

- **Social matters**

Social matters relating to work stress, in context of the WLQ, can be summarized as interpersonal relationships with other individuals. The significance of interpersonal relationships in the workplace, especially between the employee and the supervisor, has been emphasized for both individual and organizational health (Demerouti, Bakker, Nachreiner and Schaufeli, and 2000:459). If these interpersonal relationships are not supportive within the work setting, a correlation with high anxiety, emotional exhaustion, job tension, low job satisfaction and increased prevalence of cardiovascular disease will result (Danna and Griffin, 1999:372).

Types of stress:

The common types of stressors found at the work place are environmental stressors and occupational stressors (Vischer, 2007; Mc Coy and Evans, 2005). Environmental stressors are those which arise from extremes of temperatures and humidity, inadequate ventilation, excessive noise and vibration and presence of airborne contaminants such as dusts, fumes and gases .Occupational stressors are associated with too much or too little work, work relationships, decision latitude, role, support and changes at

the work (HSE, 2006). It is observed that the presence of any one of the above or both can induce work stress.

Dr. Selye Hans (1979b) was the first to study the effects of stress. He suggested that stress had four basic variations

I (a). Good Stress – Eustress

I(b). Bad Stress – Distress

I (c).Under stress – Hypo stress

I (d).Over stress – Hyperstress

I (a).Good Stress – Eustress

It is the positive, desirable stress that keeps life interesting and helps to motivate and inspire people. Eustress involves successfully managing stress even if the individual is dealing with a negative stressor. It implies that a certain amount of stress is useful, beneficial and even good for health. There is increased energy, high motivation, shared perceptions and the performance improves quantitatively as well as qualitatively. Moderate doses of eustress help to improve an individual's performance.

I (b). Bad Stress Distress

Distress refers to the negative effects of stress that drains an individual out of his energy and goes beyond his capacities to cope. This is a situation of "high stress" distress showing a drastic negative change in performance. The possibility of role overload may force the individual to commit errors, make him indecisive and cause irritation in him at the slightest pretext. There may be a case of "no stress" distress also. Role underutilization creating boredom, decreased motivation, absenteeism and apathy are all signs of "no stress" distress. It is undesirable negative stress.

I(c). Under Stress – Hypo stress

Under stress refers to too little stress leading to boredom, lethargy and frustration. Work under load and no work at all may lead to hypostress in some situations. According to another classification given by Selye Hans, stress can be acute and chronic in its effects.

I(d). Over Stress – Hyper stress

It means too much stress. It can lead to physical and emotional breakdown. Work overload can be a common source of over stress.

I (e). Acute Stress

It is the result of short term stressors. It is usually quite intense initially and then disappears quickly. It can be exciting and stimulating in small doses, but too much leads to fatigue. People, who experience this stress, tend to be over aroused, irritable, anxious and tense. Its symptoms include tension, headaches, migraines, digestive disorders, hypertension, chest pain and heart disease.

I (f).Chronic stress

It is a long term stress usually resulting from nagging problems. In case of chronic stress, a person's physical and mental resources are depleted. Chronic stress can lead to suicide, heart attack and violence. Long term chronic stress results in stress related disease and reduces the quality of life.

I (g). Toxic stress

Toxic stress results from intense adverse experiences that may be sustained over a long period of time—weeks, months or even years. An example of toxic stress is child maltreatment, which includes abuse and neglect. The negative effects of toxic stress can be lessened with the support of caring adults. Appropriate support and intervention can help in returning the stress response system back to its normal baseline (NSCDC, 2007).

I(ii). Anxiety:

Anxiety is an unpleasant state of inner turmoil, often accompanied by nervous behavior, such as pacing back and forth, somatic complaints and rumination. It is the subjectively unpleasant feelings of dread over something unlikely to happen, such as the feeling of imminent death. Anxiety is not the same as fear, which is felt about something realistically intimidating or dangerous and is an appropriate response to a perceived threat; anxiety is a feeling of fear, worry, and uneasiness, usually generalized and unfocused as an overreaction to a situation that is only subjectively seen as threatening. It is often accompanied by restlessness, fatigue, problems in concentration, and

muscular tension. Anxiety is not considered to be a normal reaction to a perceived stressor although many feel it occasionally. Anxiety disorders are psychological disorders that feature motor tension (jumpiness, trembling, inability to relax), hyperactivity (dizziness, racing heart, or possible perspiration), and expectations and thoughts. The most common five types of anxiety disorders are generalized anxiety disorder, panic disorder, phobic disorders, obsessive compulsive disorder and post-traumatic stress disorder (Dr. Ramyashilpa D.Nayak, 2014).

Anxiety is a subjective state of internal discomfort. It is a normal emotion with adaptive value, in that it acts as a warning system to alert a person to impending danger. Anxiety often occurs without conscious or apparent stimulus, which distinguishes it from fear (Gurian and Miner, 1991).

Definition of anxiety:

Anxiety is a psychological and physical response to treat a self-concept characterized by subjective, consciously perceived feelings of tension (Spielberger, 1983)

According to Sarason in Haris and Coy (2003) that anxiety is a basic human emotion consisting of fear and uncertainty that typically appears when an individual perceives an event as being a threat to the ego or self esteem.

Spielberger theory of anxiety defined that anxiety as an emotional state consisting of feeling, tension, apprehension, nervousness, and worry with activation or arousal of the autonomic nervous system, these are differentiated as state and trait anxiety (Spielberger, 1966).

Dusek (1980) defines test anxiety as "an unpleasant feeling or emotional state that has physiological and behavioral concomitants, and that is experienced in formal testing or other evaluative situations."

Classification of anxiety

Anxiety disorders are blanket terms covering several different forms of abnormal and pathological fear and anxiety which only came under the area of psychiatry at the very end of the 19th century Current psychiatric diagnostic criteria recognize a wide variety of anxiety disorders. (Raakhee, A.S. and Aparna, N., 2011).

I (i).Generalized anxiety disorder

Generalized anxiety disorder (GAD) is a common chronic disorder characterized by long lasting anxiety that is not focused on any one object or situation. Those suffering from generalized anxiety experience non-specific persistent fear and worry and become overly concerned with everyday matters.

I (j).Panic disorder

In panic disorder, a person suffers from brief attacks of intense terror and apprehension, often marked by trembling, shaking, confusion, dizziness, nausea, difficulty in breathing etc. These panic attacks, defined by the American Psychiatric Association as fear or discomfort that abruptly arises and peaks in less than ten minutes, can last for several hours and can be triggered by stress or fear, although the specific cause is not always apparent.

I (k). Social anxiety disorder

Social anxiety disorder (SAD; also known as social phobia) refers to an intense fear and avoidance of negative public scrutiny, public embarrassment, humiliation, or social interaction. This fear can be specific to particular social situations (such as public speaking) or, more typically, is experienced in most (or all) social interactions. Social anxiety often manifests specific physical symptoms, including blushing, sweating, and difficulty speaking.

I (l). Separation anxiety

Separation anxiety disorder is the feeling of excessive and inappropriate levels of anxiety over being separated from a person or place. Separation anxiety itself is a normal part of development in babies or children, and it is only when this feeling is excessive or inappropriate that it can be considered a disorder.

Symptoms of anxiety disorders

The subjective experience of anxiety typically has two components namely physical component and emotional component which affect the cognitive processes of the individual (Cates et al., 1996; Rang et al., 2007).

- Headache, nausea, vomiting
- Sweating, trembling, stomach
- Pain, ulcers, diarrhoea, tingling
- Weakness, body ache, feeling
- Shortness of breath, hot flashes or chills, increased blood pressure and heart rate, etc.
- Emotional sensations Physical sensations
- Nervousness, worry, fear
- Irritability, insecurity, isolation from others, self-consciousness, desire to escape, feeling that one is going to die, etc.

Causes of anxiety:

- **Drugs**

Anxiety and depression can be caused by alcohol abuse, which in most cases improves with prolonged abstinence. Even moderate, sustained alcohol use may increase anxiety levels in some individuals (Evans et al. 200). Caffeine, alcohol and benzodiazepine dependence can worsen or cause anxiety and panic attacks (Lindsay, 1998).

- **Stress**

Anxiety disorders can arise in response to life stresses such as financial worries or chronic physical illness. Anxiety is also common among older people who have dementia. On the other hand, anxiety disorder is sometimes misdiagnosed among older adults when doctors misinterpret symptoms of a physical ailment (for instance, racing heartbeat due to cardiac arrhythmia) as signs of anxiety (Calleo J and Stanley M, 2008).

- **Genetics**

GAD runs in families and is six times more common in the children of someone with the condition (Patel, 2013). Anxiety disorders occur in those who have had traumatic youths, demonstrating an increased prevalence of anxiety when it appears a child will have a difficult future. In these cases, the disorder arises as a way to predict that the individual's environment will continue to pose threats (Grinde, B; 2005).

Present study focuses on identifying the level of stress and anxiety among various sectors like Doctors, IT Profession, Bank employees. The researcher has taken this study to examine their differences in stress and anxiety levels which will help to identify the profession which acts as a stressor and also to counsel those groups for coping strategies.

AIM OF THE STUDY:

The aim of the study is to explore the differences in the occupational stress and anxiety levels among various job sectors.

OBJECTIVESOF THE STUDY:

The present study was designed to analyze the level of stress and anxiety among employees from various sectors of Coimbatore city with the following objectives:

General Objectives

- To analyze the level of stress and anxiety among doctors, bank employees and IT profession
- To assess the relationship between stress and anxiety among selected employees

Specific Objectives

- To find out the level of stress and anxiety among doctors, bank employees and IT profession
- To assess the influence of variables like age, gender, education and occupation on stress and anxiety levels

HYPOTHESIS:

- There is a significant difference of stress and anxiety level among doctors, bank employees and IT profession
- There is a significance difference among age, gender, education and occupation on stress and anxiety level.

II. REVIEW OF LITERATURE

A literature review is the one in which gives a researcher-a report of information about his/her area of selection of the topic. It gives the clear cut information about the current issues, findings which gives a theoretical base for present research. It is like a guiding concept of current objectives and problems. Reviews can be taken from secondary source rather than original experiment or work. It gives a clear idea of what next, and how best the research can be brought out rather than repeating the same thing.

The review of literature pertaining to the research on **"Occupational stress and anxiety among employees from different sectors"** were classified and presented under the subsequent heads.

II (i) Meaning of stress and anxiety

II (ii)Stress and anxiety among employees from various sectors

II (iii) Stress and anxiety among IT sector/ company employees

II (iv) Stress and anxiety among Doctors

II (v) Stress and anxiety among Bank employees

II (i). Meaning of stress and anxiety

Modern living has not only provided innumerable comforts to human life but also has taxed human body and mind with a plethora of demands termed as stress. The phenomenon of stress is not new rather man has been experiencing stress since the origin of structured societies. The difference lies with the severity and frequency which has increased now days to such an extent that it has become a major threat to human life. It has become part of our daily life activities whether it is related to family, education, social activity, economic activity, organization or work. Occupational or work stress occurs when there is discrepancy between the demands of workplace and an individual's ability to carry out and complete those demands (Hepburn and Brown, 2001; Johnson et al., 2005).

Malow-Iroff and Johnson (2006) are of the view that stress is the individual's response to the events (such as response to our biological temperament, interaction with others and the enviornmental conditions in which one is placed, etc. and the events themselves are stressors.

Ivancewich and Mattson(1987) defines stress simply as the interaction of individual with the environment, but there they go on to give more detailed working conditions as “an adaptive response mediated by individual difference and/or psychological process, what is consequence of any external action, situation or event that places excessive psychological or physical demands upon a person.

Anxiety is the word used in every day conversation, and refers to a complex relationship between a person and his situation. It may refer to

- the behaviour of a person
- appraisal of responses and their effect
- his intentions towards a situation and
- his evaluation of the resources available for dealing with it (Hallam, 1992).

Anxiety is often a diffuse, unpleasant and uncomfortable feeling of apprehension, accompanied by one or more bodily sensations that characteristically recur in the same manner in the person. It is an alerting signal that warns and individual of imminent danger and enables him to take measures to deal with it (Vimala Veeraghavan and Salini Singh, 2002).

Anxiety is one of the most basic human emotions and occurs in every person at some time, most often when someone is apprehensive about uncertain outcomes of an event or set of circumstances. Anxiety can serve an adaptive function, however, and is also a marker for typical development (Thomas J. Huberty, 2009).

Although the term “anxiety” and “stress” are often used synonymously, either of these can cause the other. The term “stress” may also used with two meanings, viz., (a) the stimuli that trigger the chronic state of anxiety and (b) the inability of the individual to cope with an external or internal event. Both these lead to exaggerated and prolonged anxiety, causing high levels autonomic responses (Vimala Veeraghavan and Salini Singh, 2002).

II (ii). Stress and anxiety among employees from different sectors

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

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

Pal, S., and Saksvik, P (2008) in their article titled "**Work-family conflict and psychosocial work environment stressors as predictors of job stress in a cross-cultural study"**conducted a study on job stresson 27 Norwegian doctors and 328 nurses and 111 Indian doctors and 136nurses. The result was that work-family conflict was not predictive of jobstress in Norwegian doctors, but work-family conflict, high job demands,and low flexibility in working hours predict job stress in Norwegian nurses.For the Indian sample, job stress was predicted by high family-work conflictand low social support in nurses and low job control in doctors. Hence, itseems to be overlapping and some differences in cultures when considering the role of demands, control, support, and flexibility in predicting strain.

D.R. Rutter and M.J. Lovegrovein their research titled **"Occupational stress and its predictors in radiographers", (2009)** they conducted a study to establish the level of occupational stress in UK NHS radiographers, and to examine its causes. The result was significantly lower in the mammography group than in the others. However, the junior staff reported low level stress due to role ambiguity, role conflict and work problems and the

superintendents reported a high level stress; but the effects were sometimes buffered by social support from colleagues.

Sang et al. in their research titled. **"Gender: a risk factor for occupational stress in the architectural profession" (2007)** jointly aimed to research gender differences in occupational health and well-being. In this study, the female respondents reported significantly lower overall job satisfaction and due to it, significantly higher levels of insomnia and constipation, work-life conflict and turnover intentions.

Richards's et.alin their research article **"The prevalence of nursing staff stress on adult acute psychiatric in-patient wards" (2006)** their study reviewed the prevalence of low staff morale, dueto stress, burnout, job satisfaction and psychological well-being amongststaff working in in-patient psychiatric wards. It has resulted that particularmental health studies has specific and non specific samples, it explain thatusing of validating measures of stress together with personal andorganizational variation requires the process influencing the stress over thestaff.

Jackson et.al in their titled **"Occupational stress, organizational commitment, and ill-health ofeducators in the North West Province" (2006)** discussed to determine the differences between occupational stress and strain of educators in different biographical groups, and to assess the relationship between occupational stress, organizational commitment and ill-health. A sample of 1170 was selected and Organizational Stress Screening Tool and a biographical questionnaire were administered. The results show differences between the occupational stress, organizational commitment and ill-health of educators of different ages, qualifications and associated with different types of schools.

H., Azlihanis A. et.al in their study **"Socio-demographic, Occupational And Psychosocial FactorsAssociated With Job Strain Among Secondary School Teachers In Kota Bharu, Kelantan" (2006)** they conducted a study to identify the factorsassociated with job strain among teachers working in secondary schools in Kota Bharu, Kelantan. A sample size of 580 teachers was taken. The resultwas significant. There was linear

relationship between job strain and theduration of service in the present employment, duration of working hours,job insecurity and social support.

Sapna and Dr. Ved Prakash Gabha CMJ University, Shillong, Meghalaya **(2013)** India in their study '**Occupational Stress among the Engineering College Teachers in Punjab, India'** has found that only 'work set-up' accounted for significant difference in stress level of the subjects. Results revealed that there were significant differences, albeit along different dimensions, between professional male and female teachers as well as nonprofessional male and female teachers in a comparative study of the levels of occupational stress and job satisfaction among male and female teachers of higher educational institutions. According to the study There can be number of causes of stress that are as academic problems, fear, uncertainty, life causes, frustrations, pressures, environment, fatigue and overwork.

Dr.J.Vijayadurai and Mr.S.Venkatesh,"**A Study on Stress Management among Women College Teachers in Tamil Nadu**",India, Pacific Business Review International (**August 2012**) has found Stressat work can be a real problem to the organization as well as forits workers. Good management and good work organization arethe best forms of stress prevention. Stress occurs in a wide rangeof work circumstances but is often made worse when employeesfeel they have little support from supervisors and colleagues andwhere they can cope with its demands and pressures.

Viljoen, J.P., and Rothmann, S. aimed at studying and investigatingthe relationship between "**occupational stress, ill health and organizational commitment" (2009)**. The results were that organizationalstressors contributed significantly to ill health and low organizationalcommitment. Stress about job security contributed to both physical andpsychological ill health. Low individual commitment to the organization waspredicted by five stressors, namely work-life balance, overload, control, job aspects and pay.

Anitha Devi (2006-7) in her study on **'occupational stress: A comparative Study of Worker in different Occupations"** describes identifying the degree of life stress and role stress (LS & RS) experienced

byprofessional women. It also studies the effect of life stress and role stress on various demographic variables likeage, experience and income. For the purpose of study, 180 women professionals (six different occupations) werechose. It was found that science and technology professionals and doctors experienced significantly greater lifestress and role stress.

Dhanalakhsmi (2008) in her study on **"Actors Predicting Stress of Employees in a Public Transport Corporation"** measures the level of stress of the transport corporation employees and also studies the factors thatcould predict stress. It is found that the employees experience moderate level of stress. Further, stress ispredicted by working environment and safety and security.

Bushara Bano and Rajiv Kumar Jha (2012) in their research article titled**'Organizational Role Stress Among Public and Private Sector Employees: A Comparative Study'** examines the role of demographic variables on the stress levels of both public and private sector groups. Their methodology entails a survey of 182 public and 120 private sector employees in Uttar Pradesh, India, whose responses are measured according to an occupational role stress scale. It shows that employees face a moderate level of total role stress, but that the mean values of most of the stressors—apart from role erosion, personal inadequacy, and resource inadequacy—to which private sector employees are subject, is greater than that of public sector employees**.**

A study by **Lakshmi S.M. Rama and Devi M. Sarada** on "**Relative magnitude of role satisfaction and role stress of women in different occupations"** was carried out in **2005 at Hyderabad**. The author stated that due to dual role performance workingwomen experience satisfaction and stress at every stage of family life cycle. "The 69 role stress and role satisfaction of working women both at home and at workplace are multidimensional and differ from individual to in individual". The total sample comprised of 120 working women in which 60 professionals (30 lawyers and 30 engineers) and 60 clerks were included. The results of the study revealed that among all the three categories, the relative magnitude of role stress was higher than role satisfaction. The relativity of satisfaction and stress was equal

in marital life of lawyers. In case of engineers, the relativity of stress was more than satisfaction. Similarly the relativity of stress was higher than satisfaction in case of clerks. The relativity of stress was more than satisfaction in family life of lawyers, engineers and clerks.

Research by **Meena Kumari (July 2008)** whose main objective of is an attempt to understand personality and occupational stress differentials of high school female teachers in Haryana. Sample size was 361 high school female teachers and they were tested with Maslach Burnout Inventory. The high burnout group scored significantly high on psychoticism, neuroticism, lie scale, type-A behaviour, emotional exhaustion, depersonalization but low on extraversion, occupational stress and personal accomplishment. Findings of this research suggest that teachers should be frequently screened for their occupational stress and burnout, and if needed, be counseled to cope with the threat of burnout and occupational stress.

Sen Kakoli (2008), in her study examined the relationship between job stress and job satisfaction amongst teachers and managers. Data were collected from 31 teachers teaching in primary and secondary schools and 34 managers working in service sector. The results of „t" score showed that there was no significant difference in the job satisfaction score of teachers and managers. The results suggest that there were more females in teaching profession as compared to managerial positions. Results showed that teachers experience low job satisfaction as they face more job stress while in case of managers the two did not seem to associate. There were some similarities in the managers and teachers job in the sense that both managers and teachers need to plan, direct, supervise and guide their subordinates and students respectively. It also seems that women take up teaching job more than they take up managerial jobs.As far as teachers are concerned the results suggest that the greater the job satisfaction, lower the stress.

P.Mohanraj and Dr.L. Manivannan (2013) conducted a study on ***"occupational stress among migrated workers in unorganized sectors".*** The study deals with the level of stress amongmigrated workers of unorganized sectors in Erode andTirupur districts. This study isbased on primary data collected form a sample of 200respondents. From the analysis, it

is stated that below 30 ages categoryof respondents occurred the maximum level of stress inunorganized sectors.It is found from the analysis that there is a closerelationship between gender of the respondents and theirlevel of stress occurred in unorganized sectors.

Prof. J.K. Tandon et al. (2014) in their study on "**Effect of age and gender on occupational stress: a study on teaching fraternity"** aimed at finding the effect of age and gender on occupational stress among teachers. The sample included 120 teachers teaching in professional colleges situated on NH-2 Agra-Mathura highway. Data analysis is done through mean, SD and t-ratio. The results reveal that male teachers experience higher occupational stress than females. The males in the age group 41-50 experience highest stress among all age groups. Age group values taken in the research are 30-40 years, 41-50 years, 51-60 years. In this research it has also been found that mean score of 51-60 yrs (both male and female) teachers is very low. Thus we can conclude that stress level is lowest in this age group.

Hamanpreet Singh, Lakhwinder Pal Singh (2012) conducted research to gain an insight of females working in insurance sector, it has been attempted by the author to identify occupational stressors among females in an insurance company. It was concluded that there is high stress in insurance industry and job dissatisfaction and stress were significantly positively correlated.

Dr. Ansarul Hasan (2014) in his study on "A study of occupational stress of primary school teachers" in the present study an attempt was made to compare teachers' occupational stress of primary governmentand private school teachers of Tehsil Laksar, District-Haridwar. A sample of 100 teachers was selected, 50each from government and private schools. Teachers' Occupational Stress Scale constructed andstandardized by Dr. Sajid Jamal and Dr. Abdul Raheem was administered. Findings revealed that in general,the primary school teachers have found to be highly stressed. Moreover, the private primary school teachershave also found to be highly stressed in comparison to their government primary school teachercounterparts. From the results of the study it is clear that the primary school teachers as a whole arefound to be highly stressed. The next finding of

this study revealed that on the basis of type of school privateschool teachers face more stress than the government teachers this may be due to low salaryand more burden of work in the private schools. The next finding of this study revealed that there is no significant difference in thelevel of occupational stress of male and female primary school teachers. Further from the result it is clear that no significant difference has beenfound in the level ofoccupational stress of government male and government female primary school teachers.

Dr. Anita S Mane and Ms. Anita Sawant (2013) in their study titled **"Level, Causes &Coping Strategies of Stress among Teachers"**The survey was conducted for the teachers in Solapur. Thepurpose of this study was to find out the factors influencingstress among teachers & the strategies adopted by teachers tocope up with stress. The study was decided to divide into 4parts i.e. demographic details, teacher's attitude towardsteaching, sources of stress in the organization, & copingstrategies. It is observed that majority of the respondentswere from the age group of 23-30 years & 30-40 years.Female respondents were more male respondents.The strategies used by therespondents to cope up with stress were to talk with familymembers, watch TV programmed, going shopping etc. With the descriptive research approach, the researchparticipants were 250 teachers from Solapur who werecontacted for answering the research questions.Participation of the respondents in the survey was completely voluntarily, with the non-probability samplingmethod called convenience sample.

Dr.J.Vijayadurai and Mr.S.Venkatesh (2012) in their research study on "**A study on stress management among women college teachers in Tamil Nadu, India"** The aim and goal of the paper is to know the various factors to stimulate stress levelamong women teachers in college level. The population for the survey is very large, anddue to time limitation a sample size of 50 is taken forthe survey with help of questionnaire. The sampling used in this study is 'Simple randomsampling' because the sample is selected with equalprobability. It was found that maximum of respondents always haveheavy work load within the organization. Successful employers and managers provide leadershipin dealing with the challenge of work stress.

Geeta Vishindas Bathija et al.(2014) *has done a study on* **"A study on stress among government city bus drivers in Hubli"** A cross sectional study was conducted among government bus drivers in Hubli .Frequency of bus passenger accident by each bus drivers, concern for driving, confirming safe conditions for drive observed by the drivers during their work were asked. Then depression among bus drivers was assessed by self rating depression scale. Results found that more than 80 per cent of the bus drivers were under varying amount of stress. There was significant positive correlation between job stressors and stress reactions. There was significant positive correlation between performing a safe driving job and stress reaction. There was significant positive correlation between job stressors and bus passengers' accidents.

R. Ravichandran andR. Rajendran (2007) conducted a study on **"Perceived Sources of Stress among the Teachers"** The study attempts to investigate the various sources of stress experienced by higher secondary teachers. A sample of 200 higher secondary teachers was randomly selected. They were administered Teacher's Stress Inventory developed by Rajendran, which measures eight independent factors of sources of stress. The result of one way ANOVA indicated that the personal variables: sex, age, educational levels, years of teaching experience and types of school, play a significant role in the perception of various sources of stress related to the teaching profession. The overall results of the present study suggest the need for periodical stress management programmes for reducing the levels of stress among the teachers which in turn will improve their functional skills and lead to effective teaching/learning in the class room.

Bhattacharya and Guha (2006) conducted a study on "**Stress and coping: A study on lady criminallawyers of Kolkata city"**. The significant factors, which were generating stress, were busy schedule of work, odd duty hours, poor interaction, leading tendency of superiors, and poor interpersonal relationship among the colleagues in the work environment.

Dhrub Kumar and J M Deo (2011) in their study on **" Stress and work life of teachers"** has measured 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. Data were collected from 100 teachers of different universities in Bihar and Jharkhand with the help of interview schedule covering questions related to time management, values, spiritual orientation, stress and overall life and job satisfaction. 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 as household activities is traditionally the part of female members.

Mahtab Alam, (2010) in his study on **"An Analytical Study of Job Stress among Selected Police Personnel in the State of Gujarat with Special Reference to Vadodara City"**, he examined the level of stress among police personal and their coping strategies in the state of Gujarat. Various symptoms of stress includes, family problem either it's a matter of divorce, Mental Health problem & Committing suicides or organizational which mainly focuses on workload, Target achievement, Attitude and Behavior among internal staff and societal among police. This study also highlights some points about what to do and what not to do when especially police officers' feels a strong stress on him.

Reghuram R. and Jesveena Mathias (2014) in their study titled **"A study on occurrence of social anxiety among nursing students and its correlation with professional adjustment in selected nursing institutions at mangalore"** have conducted in selected nursing institutions of Mangalore, assessed the Social Anxiety and correlated it with Professional adjustment among nursing students. The tools used in the study were Social anxiety scale and a rating scale measuring Professional adjustment. 1000 students were selected by purposive sampling. The study findings revealed that 274(27.4%) of subjects have moderate social anxiety and 768(76.8%) having average professional adjustment. There was no significant correlation between social anxiety and professional adjustment. But, there was significant association between social anxiety and selected variables like gender and

year of study. This study mainly emphasizes on the social anxiety and the adjustment pattern among nursing students.

R. Bakhshi, et al. (2008) in the study on "**Impact of Occupational Stress on Home Environment: An Analytical Study of Working Women of Ludhiana City"** they were undertaken with the objectives to know socio personal characteristics of selected categories of working women and their families; to examine working conditions of selected categories of working women and to analyze the impact of occupational stress on home environment as perceived by selected respondents. The study was conducted in Ludhiana city and a total sample of 150 respondents was selected from three categories of working women namely; doctors, university teachers and bank employees with 50 respondents in each category. Results showed impact of stress on house care and up keep as "pay full attention towards orderliness in home" scored maximum and "my dependency on servants has not changed" scored minimum. Impact of stress on social and leisure life revealed that "going out on holidays" scored maximum and "enjoy meeting social obligation" was least preferred.

K.K.Jain, et al. (2007) in their study **"Job Satisfaction as Related to Organizational Climate and Occupational Stress: A Case Study of Indian Oil"** they found the results of the study also confirmed the assumption that high age group managers as well as high age group engineers were equally satisfied with their jobs and the study revealed the same findings when low age group managers and low age group engineers were compared on their job satisfaction level.

Prof. Poonam Kapade-Nikam and Prof. Mohsin Shaikh (2014) in their research study on "**Occupational stress, burnout and coping in police personnel: findings from a systematic review"** which has reviewed the literature on police stress with emphasis on manifestations as well as the symptoms of strain that facilitate recognition of problem, identification and delineation of the stressors experienced by law enforcement agents and coping behavior among law enforcers. It has been observed that occupational stress has leads to the development of negative outcomes for the individual employee and the employing organization. Degradation of general well-being

as well as levels of satisfaction and commitment to the organization has each been identified as a result of the employee experiencing occupational stress. The results of stress are harmful to people, society and organizations. High levels of stress will cause negative effect on employees physical and mental well being ultimately shows effect on performance.

Dr. Maninderjit Singh Pabla (2012) in his research study on **"Occupational Stress amongst Teachers of Professional Colleges in Punjab**"A sample of 200 teachers (male and female) of professional colleges located in Punjab and affiliated to Punjab Technical University, Jaladhar was randomly taken. Teachers having the experience varying from 2 years to 15 years were taken for the study. The categories of teachers included in the study were teachers on Ad-hoc basis and permanent basis. The cadre structure of the teachers included Professors, Associate Professors, Asst. Professors, Senior Lecturers and Lecturers. Teachers teaching both in rural and urban areas were taken into consideration. The statistical analysis revealed that there is no significant difference between male and female teachers with respect to occupational stress level, however there is a significant difference between teachers teaching in the professional colleges located in rural and urban areas and the teachers employed on Ad-hoc and Permanent basis.The result shows that means of teacher teaching in the professional colleges have moderate level of occupational stress.The result of this study is helpful in guiding the teachers, administrators and counselors who may provide maximum facilities and good environment in professional colleges for their teacher.

Reddy, G.L. and Poornima, R., (2012) in his study **"Occupational Stress and Professional Burnout of University Teachers in South India"** studied occupational stress and professionalburnout of 955 university teachers from nine state universitiesin South India (Tamil Nadu and Andhra Pradesh). The resultsrevealed that 74% of the university teachers experiencedmoderate to high levels of occupational stress and 86% ofteachers showed professional burnout.

Singla, G. (2006) inthe study titled **"A study of the occupational stress among Employees from different Careers of Chandigarh, M.Ed.**

Dissertation, DCS, Punjab University, Chandigarh" in her study on occupational stress amongemployees from different careers found that doctors andteachers are highly stressed as compared to the employeesfrom other professions. Both the teachers and the doctors face a significant amount of workload. Teaching has beenidentified as a particularly stressful occupation with studiessuggesting that teachers experience disproportionately highlevels of stress in comparison to other occupations.

Indu Rathee (2014) in her study on **"anxiety, depression and stress: a comparative study of school teachers working in residential and non-residential schools"** to understand and compare the experiences of anxiety, depression and stress amongthe teachers working in residential and non-residential schools. the sample comprised of 60 teachers, out of them30 teachers (15 male and 15 female) were from residential schools and 30 teachers (15 male and 15 female) were fromnon-residential schools selected randomly from four schools (two residential and two non-residential schools) of districtSonipat, Haryana. The results revealed that there is no significant difference between teachers working in residential and non-residentialschools with regard to their anxiety, depression and stress. However, anxiety and stress level of female teachers ofnon-residential schools are significantly higher than male teachers. The male and female teachers of non-residential schools also do not differ significantly in their frustration.

Dr. Sunita Bhadoria (2013) in her research study on **"level of anxiety and depression among working women and non working women of Gwalior"** to find out the mean difference between working women and non working womenin level of anxiety and depression of Gwalior. The purpose of this study is designed to compare the level of anxiety and depression among womenworking and non working women. These total 200 selected samples 100 for working and 100 for non-working women. Results revealed thatsignificant differences in level of anxiety and depression with respect to both working and non working women. On the basis of the findings the significantdifference among working and non-working womenin the levels of depression.

Sarangthem Telent Meitei and Dr. Sony Kumari (2014); in their study **"efficacy of cyclic meditation on reducing music performance anxiety on rock musicians**" had sought out to assess the efficacy of a yogic approach to serve as a coping strategy for reducing Music Performance Anxiety (MPA) on Rock musicians. Study sought out to assess the efficacy of a yogic approach to serve as a coping strategy for reducing Music Performance Anxiety (MPA) on Rock musicians. The subjects (*n*=60) ,age range was 18-50 years on both male and female rock musicians residing in Imphal, Manipur were randomly allocated and made to control group (*n*=30) experimental group (*n*=30).It also determines the level of state and trait anxiety level. High score on the assessment tools are considered as high level of MPA, and state anxiety. The result shows that the mean value of Kenny Music Performance Anxiety Inventory (KMPAI) was decreased indicating that with the increase in the sample size and intervention period in future study, it can obtain a significant result that Cyclic Meditation serves as a very effective coping strategy for reducing MPA on rock musicians. Yoga Intervention may be found to be beneficial in reducing Music Performance Anxiety (MPA) in rock musicians on Indian population.

H.N.Prashad(1994) on the study **"job anxiety and job satisfaction among professional library employees: a study**" a study of professional library employees with 460 sample population from seven central university libraries in India has been conducted to investigate job anxiety and job satisfaction as a technique for library personnel management. A considerable difference in an extent of employee's with the overall and specific four areas of job satisfaction- job content area, management area, personal adjustment area and social relation area have been observed. The co-relation analysis between job anxiety and job analysis reveals that the degrees of job anxiety are related to job satisfaction in various areas in different ways. The findings confirm the theory that interpersonal relations are major determinants of anxiety. (Annal of library science and documentation 41,2:41-54)

Dr. Ranjan Das and Gunendra Chandra Das (2013) In their study "Math anxiety: the poor problem solving factor in school mathematics" This literature review looks at the concept of math anxiety and solving

mathematical problems highlighting math anxiety as an important factor of poor performance in terms of solving mathematical problems of school students in mathematics and how to assist in mitigating math anxiety. The study intends to highlight math anxiety as a factor of poor performance in problem solving and how to assist in mitigating this anxiety among school students.Problem solving is the significantly important component of teaching and learning mathematics, it must be looked upon in a positive light to mitigate math anxiety, the psychological construct which interferes in developing students‟ thinking skills.

Anant Shatrughna Gawande(2014) has done a study on **"a study of professional anxiety effect on job satisfaction of teacher educator with various disciplines".** The main purpose of the present study is to find out these sources of anxiety among teacher educators in Akola district. Simple random sampling method is use this study. All 16 Junior College of Education in Akola District inthis college working 141 Teacher Educator are included in this study. The number for percentage of admission in college of education is significant Effect on Professional Anxiety and JobSatisfaction for Colleges of Education Teacher Educator. This College of Education number of admission is high his TeacherEducator Professional Anxiety is low and Job Satisfaction is high and those College of Education number of admission is lowthis College Teacher Educator Professional Anxiety is high and Job Satisfaction is low. In this study we conclude that, Area for college of education and Gender for Teacher Educator andinteraction of Area and Gender for Teacher Educator is not significant Effect on his Professional Anxiety and Job Satisfaction.

II (iii)Stress and anxiety among IT sectors/ company employees

Nagesh, P. and Murthy, M. S. Narasimha in their study titled **"Stress Management at IT Call Centres" (2008)** has identified that the six factors contribute to workplace stress: demands of the job, control over work, support from colleagues and management, working, clarity of role, and organizational change. This paper also suggested measures in the form of training to enable organizations and individuals to manage stress at workplaces in general and IT call centre's in particular.

Coetzer et al. in their article titled **"Occupational stress of employees in an insurance company", (2006)** they identified occupational stressors for employees in an insurance company. The results showed that job insecurity as well as pay and benefits were the highest stressors in the insurance industry. They also assessed the relationships between occupational stress, ill health and organizational commitment.

Dr. A. Chandra Mohan et al. (2012) in their study titled on **"An empirical study on stress levels among software professionals in the city of Chennai India"** has been made in this paper to study the relationship between stress and self-esteem and impact of job stress on personal health of the employees working in IT industry. The study focuses on stress experienced by Gold Collar Employees (IT Professionals). It was found that there is no study so far among Gold Collar employees to find the relationship between self-esteem and stress, personal health and stress and Demographic characteristics like gender, marital status etc. and stress. Judgment Sampling has been adopted in this study. A total of 300 Gold collar employees were selected for the study. The study was undertaken in Chennai which is a capital city of Tamil Nadu, where may top notch IT companies are located and from which data has been collected. The study reveals that organizational role stress contributes high stress among IT professionals. In the present day gold collar employees are constantly best with problems of stress and strain in everyday life, because of high-pressure environment of working and living and they easily fall victims to disease and illness. Therefore these employees need to be treated differently. Study results show employees with high and medium self-esteem experience high level of stress. Long working hours, work pressure, erratic food intervals, Anxiety were found to be the reasons affecting personal health.

Mr. K. D. Balaji and Dr. V. M. Shenbagaraman (2013) in their research paper on **"An Empirical Study on Stress Levels Among Software Professionals in the City of Chennai**" an attempt has been made in this research paper to study the relationship between stress and self-esteem and impact of job stress onpersonal health of the employees working in IT

industry. A total of 300 Gold collar employees were selected for the study. The study was undertaken in Chennai which is capital city of Tamil Nadu, where many top notches IT companies are located and from which data has been collected. The study focuses on stress experienced by Gold Collar Employees (IT Professionals). Judgment Sampling has been adopted in this study. The purpose of choosing judgment sampling is to exercise judgment or expertise, in choosing the elements to be included in sample because researchers believed that they are representative of the population of interest. The study reveals that organizational role stress contributes high stress among IT professionals. Study results show employees with high and medium self-esteem experience highlevel of stress. Long working hours, work pressure, erratic food intervals, Anxiety were found to be the reasons affecting personal health.

K. Tamizharasi and Dr. UmaRani (2014); have done a study on **"work stress and job performance evaluation of BPO employees"** The paper gives the research on different ages working in different companies. The result gives salary, job task; colleagues, work environment, autonomy and workload are the major variables to introduce the stress among the employees.

Sunetra Bhattacharya and Jayanti Basu (2007) in their study **"Distress, Wellness and Organizational Role Stress among IT Professionals: Role of Life Events and Coping Resources**" the purpose of their research was to study Distress, Wellness and Organizational role stress of professionals in the area of Information Technology (IT). The effect of sex and age on the above variables as well as the predictability of the variables from stressful life events and coping resources taken together were also examined. 101 professionals (60 men and 41 women) were administered General Health Questionnaire-28 by Goldberg and Hiller, PGI – Well–Being Scale by Verma, Dubey and Gupta, Organizational Role Stress Scale (ORS-Scale) by Pareek, Presumptive Stressful Life Events Scale (PSLES) by Singh, Kaur and Kaur, and the Coping Checklist by Rao, Subbakrishna and Prabhu. Results of the study reveal that women experienced greater wellness and older personnel experienced more distress. Distress could not be predicted

from the life events and coping resources taken together. Wellness and Organizational role stress could be predicted from these two variables.

Dr. K. Mangaiyarkarasi and Dr. G. K. Sellakumar (2012) have done a study on **"Occupational stress in relation to general health among information technology (it) workers"**. The study found that the software professionals were facing a moderate to high level of stress. This is because the nature of work of software professionals will be almost same in all the software companies.

N.Mohan and Dr.J.Ashok (2011) in their study **"Stress And Depression Experienced By Women Software Professionals In Bangalore, Karnataka"** explores the influences of age and experience on stress and depression and the relationship between stress and depression among the women information technology (IT) professionals in Bangalore, Karnataka. Their study aimed at i) To find out the level of stress and depression experienced by women IT professionals ii) To understand the impact of age and experience on stress and Depression iii) to study the relationship between Stress and depression. iv)To know the factors causing of stress in software companies. The study was conducted in Bangalore, Karnataka with a sample of 250 women software professionals. The sample selection was done by convenience sampling method. The data was analyzed using descriptive one way analysis of variance and Pearson's correlation test. Results showed that the women software professionals experienced moderate level of stress and stress dimension. This study reveals that 85 percent of the respondents experience medium level of depression and also suggested the age and experience significantly influence the overall stress and depression experienced by the employees. The study shows that there might be a strong relationship between overall stress and depression.

M. Siva Kumar and Dr. A. Mohammed Siddique (2011) in their research study on "**A study on occupational stress among it professionals Chennai"** Has measured occupational stress among IT professionals in various companies inChennai, data were collected from 104 IT professionals in Chennai. The occupational stress index developed by Srivastava sing (1983) tools was used to assess the level of occupational

stress among IT professionals. Thefindings of this study are middle level professionals are experiencing more stress than higher and lower levelprofessionals. The implications of results are discussed with possible intervention to improve the organizationalresources among IT professionals. The study was conducted in Chennai, Tamil Nadu; Chennai is the one of important place for software industry. Middle level professionals have more stress than lower level and higher level professionals. The main sources of work related stress are task demand, Role demand and organizational structure.

Anand SPJ et al. (2014) in their research study on **"Evaluation of occupational stress among software professionals and school teachers in Trivandrum"**conducted to evaluate theprofessional life stress level among software professionalsand school teachers in Trivandrum district of Kerala, Indiaand to compare their stress levels.A cross sectional survey was carriedout among 504 software professionals and 504 schoolteachers using a closed ended Professional Life Stressquestionnaire which consists of 24 questions. Mann- Whitneytest and Chi-square test were used for the comparison.It was found thatmost of the softwareprofessionals in the study had afeeling that they are notadequately rewarded in terms ofstatus and promotion for yourabilities and commitment at work.But most of the school teacherswere satisfied by their status andthe promotions they are getting.

Anurag Singh and A.K Mishra (2011) in their study titled **"A study on organizational climate &occupational stress of Indian it executives: biographical perspectives"** To investigate the influence of biographical variables such as gender, age, experience, marital status, department and managerial level on the occupational stress and organizational stress of Information Technology companies. The present study considers organizational climate experienced currently in a number (n=402) of 8 IT companies situated in northern India. A total of 450 questionnaires were distributed for the data collection and 412 questionnaires were recollected. There is a significant difference between married and unmarried executives with respect to organizational climate and occupational stress. It is evident from the mean scores that the married executives contribute to better

organizational climate and have less occupational stress. Since the organizational climate is very important for the IT companies as well as occupational stress, they should strive to create a congenial organizational climate with low occupational stress in their organizations for retention of the talent pool and maintenance of high productivity.

Prathibha K. M. et al. (2013) in the study on "**Comparison of occupational stress in teachers and software professionals: A questionnaire study".** This study is to evaluate and compare the levels of occupational stress among teachers and software professionals. Methods: This cross sectional analytical study was conducted in August 2007 in an arts college and an IT firm in Chennai, India. The study involved a structured and validated drop off questionnaire, completed anonymously by 127 individuals (62 college professors and 65 software professionals). It is observed that the teachers experienced significantly higher stress due to role overload when compared to software professionals. Student's t - test was performed to compare occupational stress among teachers and software professionals. IT professionals experienced significantly higher level of stress due to group and peer pressure. Teachers experienced significantly higher level of stress due to role overload and strenuous working conditions. Stress at work needs careful monitoring and remediable stressors should be eliminated with the help of an organizational change and effective stress management.

Dr. Vandana Singh Gahlan (2014) in the study on **"Occupational Stress and Job Satisfaction among IT Professionals in India"** has undertaken with the intention of examining the nature of role stress and jobsatisfaction among IT Professionals, and to explore the relationship between these variables. The data pertainingto the study was collected from 400 IT professionals working in multinational companies in India. To attain theobjectives of the study, two psychometric instruments - the Organizational Role Stress Scale and the JobSatisfaction Questionnaire were administered to the sample population to obtain data pertaining to the rolestress and job satisfaction variables. The data were analyzed in terms of the descriptive, coefficients of correlationand regression. The results of the study revealed IT professionals had high level of organizational role stress onaccount of all the

measures except role erosion. Also all the measures of organizational role stress werenegatively correlated with job satisfaction however none of the measures of role stress were found to besignificant predictors of job satisfaction. The findings of the present study reveals that all the measures of organizational role stress share itsvariance withjob satisfaction negatively, which means increase in organizational role stress decreases job satisfaction of therespondents.

Harmanpreet Singh et al. (2012) conducted a study on **"An Investigation into Satisfaction Level of Females Employees of Insurance Industry: A Study in India".** The objectives of this study were to identify occupational stressors among females in an insurance company. According to the factors studied in the study the dissatisfaction level of females was found to be the main cause of stresses and it assess the relationships between occupational stress, ill health and organizational commitment. For this purpose a structured questionnaire was designed to collect information and Chi Square test was applied on the data. Results show that there is a more stress in insurance industry and job dissatisfaction and stress were significantly positively correlated and also results show that long work hours creates stress and completely in- balance the life of insurance employees. The Analysis indicates that physical ill health and psychological ill health were major outcomes of stress for employees. The results reported here indicate dissatisfaction level of females in insurance industry that causes daily job Stressors. It was concluded that there exist high level of stress in the Indian insurance industry which affect personal health significantly. From the present study It may be concluded that the satisfaction level of females is dependent upon education level, age, regular or overtime, and is independent of company name, public or private sector, marital status, nature of job.

Dr. Ramyashilpa D.Nayak (2014) in his study on "**Anxiety and Mental Health of Software Professionals and Mechanical Professionals"** find out the level of anxiety and mental health of software and mechanical professionals. This study explores the nature of anxiety amongst software professionals and Mechanical professionals, and activities to identify the key factors responsible for producing anxiety amongst professionals, which limit

their job functionality and overall efficiency. The sample for the present study includes 100 professionals 50 software and 50 mechanical professionals of both sexes. The reason revealed through discussion with different professionals is that they are working for long hours, are fresh and energetic, and interested to work for longer hours in groups and friendship circles, usually formed when a project starts because theydo not have much responsibility at their homes. They are hypothetical to learn newer technology along with their daily job tasks which puts a lot of burden. it is concluded that the software professionals working in different software organizations and companies of Karnataka state, India are experiencing anxiety at their job.

II (iv)Stress and anxiety among doctors

Khan Md. Moizuddin et al. (2013) in his study on **"a cross sectional study of occupational stress among the resident doctors"** tried to evaluateand compare the stress among the resident / junior doctors ofclinical and Pre- clinical departments. The study was carried out in100 resident doctors, perceiving post graduation .The residentdoctors were taken from two sides of medical fraternity i.e. (1)Clinical & (2) Pre- clinical. From thisstudy it can be suggested that the resident doctors should be trainedto face the stress before they join the residency and need to followup from time to time so that the resident doctors remainpsychologically more stable while working in stressful situationsduring the treatment of the patients in hospital. The study was carried out in 100 resident doctors,perceiving post graduation.

Dr Manisha Agarwal (2011) in her study on "Perceived workplace environment and mental health of medical professionals in public hospitals" examined the relationship between thehospital workplace environment in terms of perceivedorganizational support, inter-professional support, andparticipation in decision making, with the mental health ofmedical professionals as indicated by reported levels ofpsychological well being and psychological morbidity incentral and state level public hospitals in eastern parts ofUttar Pradesh. Participants consisted of medical and paramedicalprofessionals employed under the state-level(N=50) and central-level (N=50) hospitals. The study has important implications for Indianhospitals which are currently facing problems of workforceretention due

to the demands placed on medicalprofessionals by the perceived inadequacy of the workplaceenvironment. The present study was conducted with the aim ofinvestigating the effects of differences in the perceivedwork environment of central level and state-levelgovernment hospitals on the mental health status ofemployed medical professionals consisting of theparamedical and medical staff. The study therefore examinedthe differences in the perception of dimensions of thehospitals' work environment by the medical professionals,their demographic characteristics and reported levels ofmental health status in terms of their psychological wellbeingand psychological morbidity in the two types of hospitals. Findings supported the hypothesized relationships to a considerable extent. The central level hospital was reported to have significantly higher levels of the dimensions of perceived work environment, namely the perceived organizational support, participative climate and inter-professional support as compared to the state government hospital.

Neera Dhar et.al **(2008)** in their "study **on "stress among doctors – a review"** has described the stress and types ofenvironmental demands and pressures that doctors have to face globally.These studies have focused on the impairment that stress causes amonghospital doctors and general practitioners (GPs) with respect toworkload, demands and challenges; problems in interpersonalcommunication, professional aspirations, proneness to variousaddictions, environmental hazards, security issues, media phobia, legalthreats, suicidal tendencies and family life. Some coping mechanisms ashow to 'heal the healers' and interventions from organizational as well asfrom the individual points of view to choose a proactive life, focusing on'positive internalisations' have been suggested at the end.

N. Muthukrishnan et. al (2011) in their research study on '**factors driving occupational stress of the employees working in hospitals in dehradun: an empirical study'** has suggested that "Physicians" jobs are more stressful than many other types of work, but sources of job stress for physicians have rarely been measured systematically. Interview data from 103 Hospital employees of different categories like doctors, nurses, technicians of both male and female were used to check the level of

occupational stress and different factors promoting occupational stress. Study indicates lack of communication, Organization ability to optimize human resources, Work overload, Leadership crisis, Lack of training, Enhancing of responsibility & Task diversity among the employees are some of the sources promoting occupational stress among the hospital employees of all cadres.

The principle purpose of the study was to investigate the level of occupational stress and various factors promoting occupational stress among different employees of health care services in different hospitals of Dehradun area of Uttrakhand State. The literature reinforced the need for the present study by indicating that medicine is one of the highest stressful professions and by showing the lack of consistency of findings regarding the impact of occupational stress on job performance. The major stress factors Organization ability to optimize human resources, Work overload, Leadership crisis, Lack of training, Enhance job responsibility, task diversity among the employees, so the support from supervisor and colleagues is the major factor to reduce the stress level and make an individual to perform at his/her best. A possible explanation is that employees usually look up to their supervisors and if they do receive their support they might feel that their work is appreciated and become more secure in regard to their job which might decrease their stress level. This study found that stress always affects the efficiency and performance of the doctors working in hospitals.

Dilawar khan in their study on "**Occupational Stress and its Effect on Job Performance-a Case Study of Medical House Officers of District"** investigated the effect of job stress on job performance. The analysis showed strong support for the hypothesis that there is an inverse relationship between job stress and job performance indicating that there is high job stress in the house officers, resulting in low job performance. Academicians, researchers, administrators and consultants have identified a number of factors responsible for role stress among doctors. In addition, this study has found that providing attractive working conditions may be used for minimizing the stress level among the doctors so that their efficiency may be increased.

A study carried by **Indoo Singh (2014)** on **"Predictors of Occupational Stress among the Faculty Members of Private Medical and**

Engineering Colleges: A Comparative Study" has determined the level of occupational stress and perception of various occupational stressors among the faculty members of private medical and engineering colleges. The final sample comprised of 310 faculty members, from seven private colleges (three medical and four engineering) of Uttar Pradesh, India. 69% faculty members reported moderate level of stress Pearson r correlation, regression analysis and t-test were used to determine the relationship, predictive value and difference in the variables under study.The findings of this study provide an insight into various occupational stressors that contribute significantly in the perception of overall occupational stress among medical and engineering faculty members.The study also revealed that medical and engineering faculty members are equally stressed and have common perception of stressors probably because as teachers their role and responsibilities are common. Working in private sector may also lead to common perception of stressors. The findings of the present study also revealed no significant gender difference in the overall perception of stress. This shows that with the changes in socio-cultural norms, females are becoming equally competent in handling occupational stress although there can be domain specific gender differences in the perception of stress.

Hirak Dasgupta (2009) " Role Stress among Doctors Working in a Government Hospital in Shimla (India)," the objectives of his study is to determine sources of role stress among doctors in Indira Gandhi Medical College & Hospital, a Government Medical Hospital located in Shimla (India) and to examine the stress levels among Male and Female doctors working in the hospital. The study revealed that factors causing role stress among doctors is: (1) Role Overload (2) Self-role distance (3) Role Isolation (4) Inter-role distance (5) Role Stagnation (6) Role expectation conflict (7) Role ambiguity and (8) Role Inadequacy. Roles overload shows 40 percent variance which was found to be a significant factor causing stress among the doctors. T-test indicated that there was no significant difference between the stress levels among male and female doctors except in cases of – Inter-role distance and Role Inadequacy. The study showed that Role Overload is most significant source or factor causing role stress among the doctors working in

the hospital. Male doctors are more stressed than the female doctors in cases of Inter-role Distance and Role Inadequacy.

Irfana Baba (2012) in the research study **on "Workplace stress among doctors in government hospitals: an empirical study"** aims to investigate the causes of role stress in doctors working in government hospitals and to examine the levels of stress among Male and Female doctors. (Organizational Role Stress) ORS instrument developed by Prof. Udai Pareek was employed to collect the data from the respondents. One hundred (100) questionnaires were distributed to the doctors and seventy three (73) completed questionnaires were received. Findings of the study revealed that doctors are the serious sufferers of organizational role stress.

In a study **Hirak Dasgupta and Suresh Kumar (2009)** surveyed one hundred and fifty doctors in a government hospital in Shimla and examined the stress level among male and female doctors in the hospital. The study found that there is no difference between the stress levels among male and female doctors except in case of the factors- Inter-role distance and Role inadequacy. And in these factors, the stress level among female doctors is much more than male.

Vandana B Nikumb et al. (2009) in the study on **"Impact of doctor-patient communication on preoperative anxiety: study at industrial township, Pimpri, Pune".** The study finds out the incidence of anxiety in patients awaiting surgery and its association with good doctor-patient communication. The study was undertaken in a medical college hospital situated in an industrial township, for the duration of two months. It was a cross-sectional study. The study included 79 patients admitted to various surgical wards of a teaching hospital. Good doctor-patient communication was found to be inversely associated with anxiety levels in the preoperative period. Preoperative anxiety is a common phenomenon among indoor surgical patients. A lot can be done to alleviate this anxiety by improving doctor-patient communication.

II (v)Stress and anxiety among bank employees

Dr. Vishal Samartha et al. (2014) 'A comparative analysis of occupational stress among the employees in public and private sector banks in dakshina kannad district' has been undertaken to understand the factors causing occupational stress amongst bank employees in the public and private sector banks. The study is an attempt to understand the impact of occupational stress on employees in the public and private sector banks in India. There are 27 public sector banks and 30 private sector banks in India. The researcher has focused on 3 public sector banks and 3 private sector banks for the purpose of the study. A sample size of 537 respondents was taken for the study of which 411employees were from public sector banks and 126employees were from private banks. 5 point Likert scale was used for the study. The study has found the factors such as performance pressure; inadequate planning at work, adaptability to change, demands of the family and lack of efficient manpower caused more stress among the bank employees in general.

Dhanda B. et al. (2011), ' A Comparative Study of Job Stress and Type of Personality of Employees Working in Nationalizedand Non-nationalized Banks';Journal of Psychology studied 100 employees fromnationalized and non-nationalized banks having minimum oneyear of job experience in a bank in Chandigarh. The findingsrevealed a highly significant difference in the job stress ofemployees working in nationalized and non-nationalizedbanks, with employees of non-nationalized banks havinghigher job stress as compared to their counterparts working innationalized banks.

Dr. R. G. Phadatare and Ms. Pisal Sucheta D. (2013) in their research on **"A Study of Psychological Effects of Workplace Stress on Cooperative Bank Employees in Satara City"** had explored causes of workplace stress. For the studyresearcher has collected data from 113 employees working with six different co-operative banks inSatara city. It was found that thereis significant positive relationship between employees stress level and psychological effects likeanger, unease, nervousness. It has been found that significant positive relationship between employees stress leveland psychological effects like anger, unease, nervousness, low confidence, wrong

decisionmaking and inability to concentrate. It was observed that majority of the co-operative bank employees are under medium stress level.

Research conducted on Public and Private Banks in Gwalior city by **Shilpa Sankpal, Dr.Pushpa Negi and Jeetendra Vashishtha (Jan-July 2010)**. Main objective of the study was to compare organizational role stress of managers of public and private banks. Sample size was 50 each from public and private banks. Finding of the study was there is significant difference between role stress of public and private sector bank employees. It was found that private bank employees experienced higher organizational role stress than public bank employees.

S. Uma Mageswari and Dr N R V Prabhu (2014) in their study on **"Occupational Stress - A Study With Reference To Selected Bank Employees in Chennai Region"** It is also identified that the number of employees in each branch of the private sector banks are also handful. Based on the total number of banks situated in Chennai under each category, the total sample size of 216 respondents comprising of 120 respondents belonging to Nationalized and SBI, 39 respondents from private banks and 57 respondents from cooperative banks were taken for the study. The present study is a modest attempt to identify the stress factors (stressors) and to examine the coping strategies among bank employees of different sectors.

Tilottama Azad (2014) in her research study **"Managing Stress among Banking Sector Employees in Bhopal"** has shown that a large number of bankers are facing high stress because of their job and the reasons behind this stress include long working hours, improper reward system, lack of job autonomy, organizational culture, role conflict etc. and the main reason is lack of management support to employees. The employees can notice a number of symptoms indicating high level stress among them. It aims to determine the cause-effect relationship between factors causing stress and their impact on banker's personal life and health. About 90 % of the respondents believed that they face high level of stress, which may be due to both professional and personal reasons .The respondent was over burdened with work load in their work place. The researcher identified few initiatives for effectively handling stress. Meditation was found to be the integral part of life

to reduce stress. This particular research was intended to study the impact of occupational stress on Nationalized Bank employees.

Dr. C. SwarnalathaandMr. R. Gopala krishnan (2012) in their study on **"A comparative study on occupationalstress of Nationalized and Non Nationalized Bank employees in Madurai city, Tamil Nadu, India".** The study is undertaken to address specific problems of bank employees related to occupational stress in Nationalized and Non Nationalized Bank employees at Madurai city, Tamil nadu, India. Moreover the occupational stress will throw light in to the pathogenesis of various problems related to occupational stress among bank employees. The study will be helpful to drawn up further policy on the related fields and act as a secondary data for further research. The present study is an attempt to investigate and to compare the level of stress experienced by the employees of the nationalized and non nationalized banks in the Madurai district of Tamil Nadu, India. The study aims to ascertain the level of stress and coping strategies adopted by the bank employees (both Nationalized and Non Nationalized) in the Madurai district.

A study by **Dr. Kakoli Sen (2014)** on **"Occupational role stress - an exploratory study in the Indian public sector banks"** the present study explores the occupational role stress level present with the Public Sector Bank employees in Delhi NCR with the help of Organizational Role Stress Scale by Pareek (1993). Empirical data has been collected for the study. This study also presents recommendations to managers/administrators and policy on several Organizational Development interventions which can alleviate stress experienced by Public Sector Bank employees. The study suggests that externally the Public Sector Banks must consciously work on reinventing their brand image and project themselves as technically sound and professionally players with skilled manpower.

Harish Shukla and Ms. Rachita Garg (2013) in their research study on **"A study on stress management among the employees of Nationalized Banks"** An attempt has been madethrough this research paper to know the reasons of stress among the bank employees and the ways used by employeesto cope with the stress generated at workplace. It is found that maximum number of employees in banks remains instress. Majority of the

employees try to find solution to relieve them from stress. Also the measures are also suggested inthe paper to overcome stress that affects their physical and mental health.

Dr. A. Venkatachalam (2011) in their study on **"Antecedents of work-life imbalance among bank executives: an empirical study"** The present study has made an attempt to identify the important antecedents of work-life imbalances. It identified that the lack of role autonomy, role ambiguity, role conflict and role overload are the important antecedents of work-life imbalance. In total, there are 246 commercial bank branches at Madurai District. In consists of 118 public sectors banks, 34 State Bank Groups and 42 Private Sector Banks.The branches at urban, semi-urban and rural centres are 106, 18 and 76 branches respectively. The total number of executives (Manager, Assistant Manager andSupervisors) is treated as the population for the study. Theimportant discriminant (role stressors) antecedents of work-life imbalance among the employees in public and private sector banks are role overload and roleconflict which are higher in private sector banks than public banks. The banking authorities especially the human resource manager should concentrate on theabove said stressors in order to reduce their executives work life imbalance since the work-life balance among the executives is not only helping the executivesbut also the overall organization.

This study has some limitations namely limited scope and focus only on role stressors. If the scope of the study extended to the measurement of work life imbalance and its causes and consequences may provide better result in future. The sectoral comparison may be also done in future research work. The impact of work life imbalance on the various outcomes may be discussed in near future. The present study concluded that the important antecedents of work-life imbalance among the executives in the banking industry are lack of role autonomy, role ambiguity, role conflict and the overload.

Rajendran Jayashree (2009) in his study **"Stress management with special reference to public sector bank employees in Chennai"** has attempt to investigate and to compare the level of stress experienced by

theemployees of the Nationalised banks in Chennai. The study aims to ascertain the level of stress and to analyze thevarious attributes which influence organizational stress on bank employees.The population selected for this particular study is employees from public sector units in Chennai. About 97 % of the respondents' believed that they face high level of stress, which may be due to both professionaland personal reasons**.** The respondents were overburdened with work load in their work place**.** The researcher identified few initiatives for effectively handling stress. Meditation was found to be the integralpart of life to reduce stress. This particular research was intended to studythe impact of occupational stress on Nationalized Bank employees.

Niharika and U. V. Kiran(2014) in their research study "**Occupational Stress among Bank Employees"** examined occupational stress among private and nationalized bank employees from Lucknow city. The method adopted for data collection is questionnaire schedule involving 120 male and female bank employees from private and nationalized sector. Hypothesis was tested for occupational stress among private and nationalized bank employees. The result shows that private bank employees had high occupational stress rather than nationalized bank employees. The correlation between independent variables and occupational stress is positive and negatively correlated with various components of occupational stress. The private bank employees had high occupational stress due to strenuous working conditions, unreasonable group, role conflict, under participation, peer relations and intrinsic impoverishment in comparison to nationalized bank employees because of their heavy workload and work pressure to achieve their target.

R. Sam Renu and G. Arumugasamy (2013) in their study on "**Occupational Stress among Pandyan Grama Bank Employees in Virudhunagar District, Tamil Nadu, India"** The study aimed to investigate the occupational stress among pandyan grama bank employees in Virudhunager District. The sample for the study consisted of 165 of the respondents. While 10 fell under senior manager III grade, 35 came under senior manager II grade, 90 were of officer I grade and the remaining 30 fell

under the clerical grade. The study objectives are to measure the level of stress among the employees of Pandyan Grama Bank in Virudhunager District, to analyze the causal factors of stress among the employees, to study the consequences of stress of employees. The present study reveals that stress in work setting stems from different sources such as individuals, group, organizational, and environmental. The study suggests that stress can be managed at both the individual level and the organizational level. Individual approaches to manage stress include exercise, behavioral control, proper diet, meditation, relaxation and the like. The study also pinpoints organizational strategies to manage stress which include clarity of employee roles, procedures, policies and rules, change in organizational structure, counseling, spread of message of evil effects of stress and so forth.

III. METHODOLOGY

The methodology of the study pertaining to the study on **"occupational stress and anxiety among employees from different sectors"** was presented under the following heads:

A. Selection of the Area
B. Selection of the Sample
C. Construction of the Tools
D. Conduct of the Study
E. Analysis of Data

A. SELECTION OF THE AREA

Coimbatore was the area selected for the present study. Coimbatore was chosen as the area of the research as the previous studies of stress and anxiety indicates that stress and anxiety among employees from different sectors are slightly higher in level. Therefore, it is necessary to provide awareness programme on management of stress and anxiety among employees from different sectors to overcome psychological and behavioural problems.

There were two reasons for selecting this place as an area of study. The first and foremost reason is being easy convenience. The present study has focused on the level of occupational stress and anxiety among employees such as doctors, bank employees and IT profession from Coimbatore city for easy accessibility. It is situated in the west of Tamil Nadu; the city is the second largest software producer in Tamil Nadu, next only to Chennai. IT and BPO industry in the city has grown greatly with the launch of TIDEL Park and other planned IT parks in and around the city. The software Industries, soft ware development software export, import, software testing, Business Processing outsourcing, foreign Projects, and others. The city is also a major centre for medical tourism. So the researcher finds Coimbatore as the most suitable place to conduct this research. The second reason is being easy accessibility on the side of the researcher. It is easy for the researcher to get accurate and appropriate data among the employees from different job sectors based on occupational stress and anxiety.

B. SELECTION OF THE SAMPLE

According to Kumar (2011), a sampling design to be called as a random sampling if each element of the population has an equal and independent chance of selection in the sample. The primary data were collected through random sampling among doctors, bank employees and IT profession. Sampling is the part of statistical analysis which is concerned with the selection of individual observations. The sample for this study consisted of 113 employees drawn on the basis of random sampling from IT industries, doctors and banks situated in and around Coimbatore City.

Ethical consideration

As a matter of ethic's the population of employees from different sectors were informed the research orally and a written consent form was obtained from employees. The sample was thus allowed to make a voluntary choice to participate in the study. The present study was also subjected to Institutional Human Ethical Committees and was approved for the same (Approval Number- AUW/IHEC-14-15/XMT-26).

C. CONSTRUCTION OF TOOLS

The tools used for collecting the required information from the sample for the research were:

i. The occupational stress index by Dr. A.K. Srivastava and Dr. A.P. Singh.

ii. Comprehensive Anxiety Test by Dr. R.L. Bharadwaj, Dr.H. Sharma and Dr. M. Bhargava.

The above mentioned questionnaires are meant for the psychological investment.

A questionnaire is no more than a list of questions to which answers are being sought. However, to assure that misunderstandings or ambiguities in the questioning are reduced to a minimum, and to enable data to be compared across the members of a sample, a number of different ways of presenting questions have been developed (Dyer, 1995).

i. The occupational stress index

The occupational stress index purports to measure the extent of stress which employees perceive arising from various constituent and conditions of their job. However, stress researchers have developed the scales which

measure the stress arising exclusively from job roles (Rizzo, et al. 1970; Pareek, 1981). The tool may conveniently be administered to the employees of every level operating in context of industries or other non-production organisations. But it would prove more suitable for the employees of supervisory level and above.

The scales consists of 46 items, each to be rated on the five-point scale. Out of 46 items 28 are 'true-keyed' and rest 18 are false-keyed. The items relate to almost all relevant components of the job life which cause stress in some way or the other, such as, role over-load, role ambiguity, role conflict, group and political pressures, responsibility for persons, underparticipation, powerlessness, poor peer relations, intrinsic impoverishment, low status, strenuous working conditions, and unprofitability.

ii. Comprehensive anxiety test

Comprehensive anxiety test scale suitable for individual and group testing. Before administering the scale, it is advisable to emphasize orally that each reply should be checked as quickly as possible. It should also be emphasized that all items have to be answered either 'Yes' or 'No'. It also should be kept in mind by the testee that they should not tell the subjects the exact purpose for which the test is used. No time limit has been set for the test. However it is seen that most of the group or individuals finish it in 10 to 15 minutes. The test is administered only after establishing a good rapport with the testee and giving adequate and proper instructions placed on the title cover of the test answer sheet.

The scoring of the anxiety test is very easy and of quantitative nature. The test can be scored accurately by hand and no scoring or stencil key is needed. Each item of the test is answered either by 'Yes' or by 'No'. The response indicated as 'Yes' should be awarded the score of one and zero for 'No'. The total of all the positive or 'Yes' responses would be the total of anxiety score of the individual. Interpretation of percentile norms can be categorized broadly as below.

Categorisation based on anxiety level

Categories of anxiety level	Score
Very High or Saturated	80+
High	70-79
Average (Normal)	40-69
Low	16-39
Very Low	Up to 15

D. CONDUCT OF THE STUDY

The purpose of the study was explained to the employees from different sectors and their co-operation was sought. The employees were then approached and established a good rapport with the respondents so as to get the needed information. Then the co1nstructed and standardized tools are specific is administered to the identified sample. The data was collected from different sectors using the interview schedule and stress and anxiety inventories.

E. ANALAYSIS OF DATA

Data Analysis is the process of systematically applying statistical and/or logical techniques to describe and illustrate, condense and recap, and evaluate data. According to Shamoo and Resnik (2003) various analytic procedures “provide a way of drawing inductive inferences from data and distinguishing the signal (the phenomenon of interest) from the noise (statistical fluctuations) present in the data”.

When data are collected through either interviews or questionnaires, the task of the analysis begins. The analysis of quantitative data is relatively easy and can be accomplished through the use of descriptive and inferential statistics. Qualitative data, obtained from open-ended questions is rather more difficult to code and analyze, since iis difficult to categorize the responses (Burcu Akba Yrak, 2000). Percentile and Chi-Square test have been done for analysing data.

METHODOLOGY AT A GLANCE

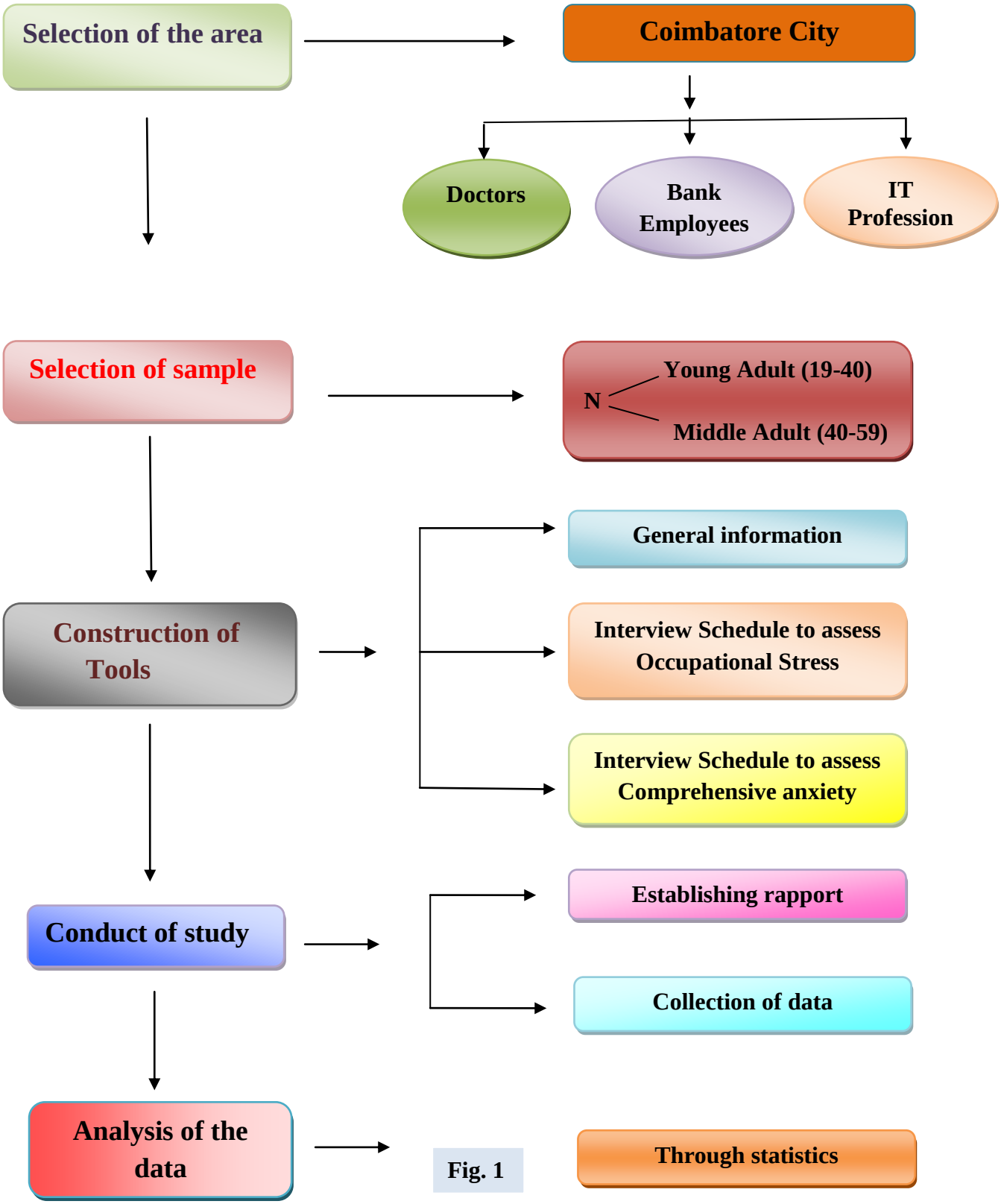


Fig. 1

Distribution of questionnaire to the respondents

PLATE 1

IV. RESULTS AND DISCUSSION

The findings of the study on the title **"Occupational stress and anxiety among employees from different sectors"** are discussed under the following headings:

IV (i) Distribution of respondents according to occupation wise

The researcher has collected selected respondent's background information through questionnaire. In present study the employees were selected from different sectors randomly-such as Doctors, Bank employees and IT profession. Following figure shows the distribution of respondents.

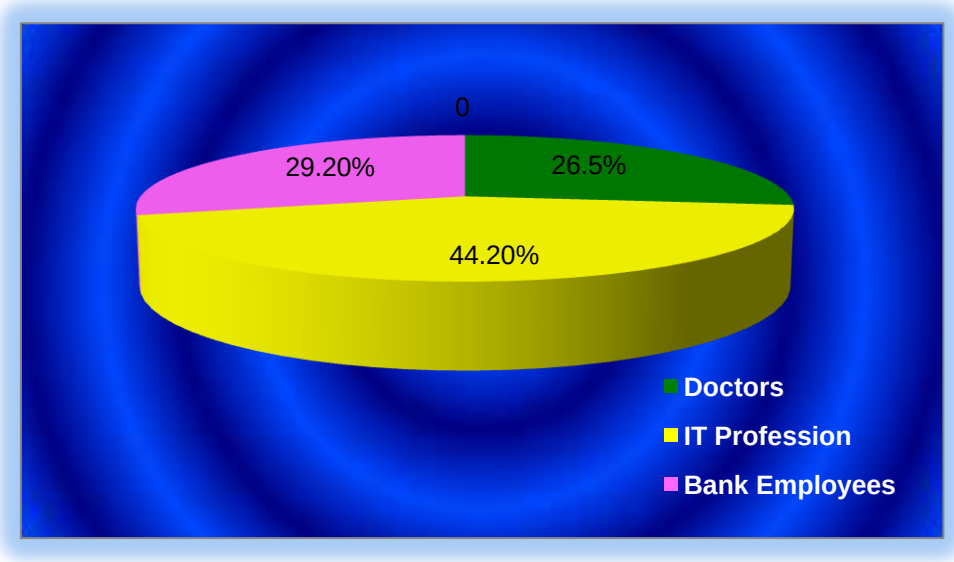


Fig. 2
Distribution of respondents according to occupation wise

Fig. 2 shows out of 113 respondents 44.20 percent of them are IT profession, 29.20 percent bank employees and 26.5 percent are doctors. The researcher has collected more number of IT profession since easy accessibility and good rapport developed with them.

IV (ii) Distribution of respondents according to gender wise

Selected respondents can be distributed according to gender wise. Following figure describes the number of male and female respondents.

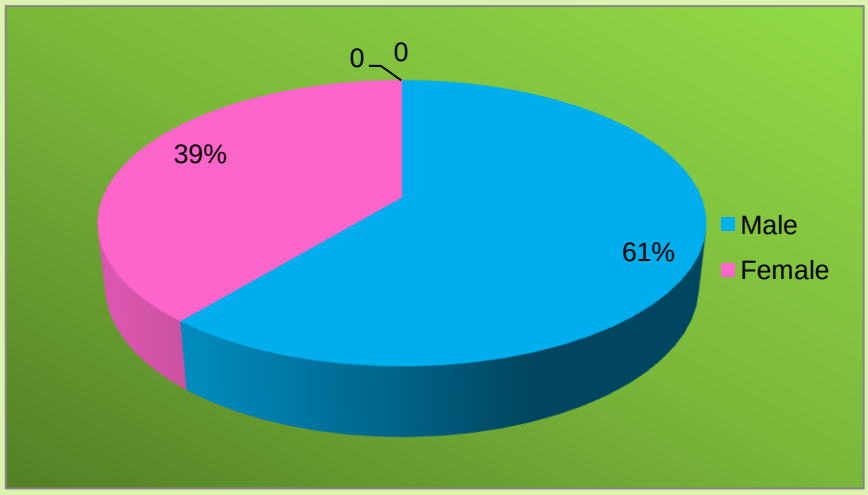


Fig. 3

Distribution of respondents according to gender wise

A total of 113 respondents, majority of respondents i.e. 61 percent are males and remaining 39 percent are females selected for the present study.

IV (iii) Distribution of samples according to age wise

The researcher has selected required number of respondents and distributed them age wise for further analysis. Following figure shows the total number of young and middle adults selected for the present study.

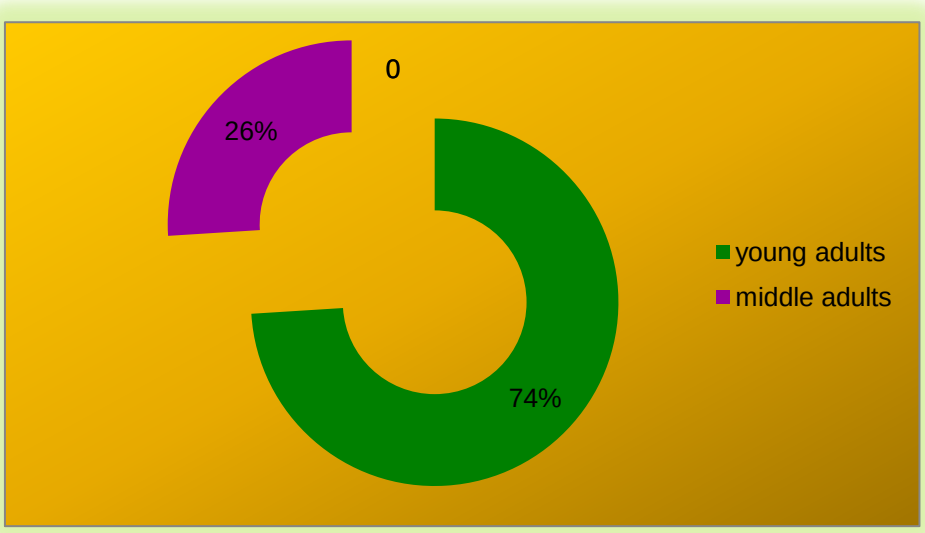


Fig. 4

Distribution of samples according to age wise

Among the total number of 113 respondents, 74 percent of them are young adults and a few i.e. 26 percent are middle adults are selected for the present study.

IV (iv) Distribution of samples according to education wise

In the present study, all selected respondents possess different type of qualifications. The researcher has distributed these respondents according to education wise for further analysis and comparison.

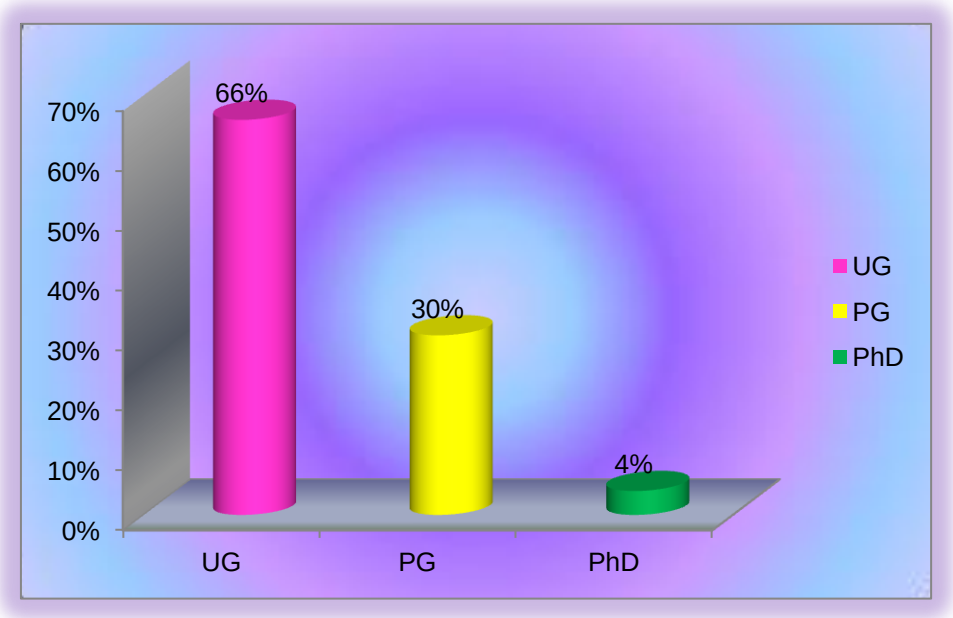


Fig.5

Distribution of respondents according to education wise

Fig. 5 shows that out of cent percent respondents 66 percent of them are Undergraduates, 30 percent of them are having Post graduate qualification and few percent i.e. 4 percent respondents are having PhD degree.

All these distribution of respondents will be analyzed statistically to assess the stress and anxiety levels and its impact. The researcher has further explained about the level of stress and anxiety according to area wise. These areas of stress are: Role overload, Role ambiguity, Role conflict, Unreasonable group and political pressure, Responsibility for persons, Under

participation, Powerlessness, Poor peer relations, Intrinsic impoverishment, Low status, Strenuous working condition, Unprofitability.

Table- I

a) Occupation wise distribution of respondents on level of stress

Sl. No.	Stress		Doctors		IT Profession		Bank Employees	
			No.	%	No.	%	No.	%
1	RO	H	18	60	10	20	5	15.15
		M	8	26.66	30	60	13	39.39
		L	4	13.33	10	20	15	45.45
2	RA	H	4	13.33	5	10	0	0
		M	18	60	22	44	16	48.48
		L	8	26.66	23	46	17	51.51
3	RC	H	8	26.66	4	8	6	18.18
		M	11	36.66	35	70	5	15.15
		L	11	36.66	11	22	22	66.66
4	PP	H	16	53.33	8	16	0	0
		M	10	33.33	33	66	13	39.39
		L	4	13.33	9	18	20	60.60
5	RP	H	0	0	6	12	0	0
		M	23	76.66	34	68	10	30.30
		L	7	23.33	10	20	23	69.69
6	UN	H	0	0	4	8	0	0
		M	10	33.33	28	56	2	6.06
		L	20	66.66	18	36	31	93.93
7	PO	H	0	0	3	6	0	0
		M	17	56.66	32	64	11	33.33
		L	13	43.33	15	30	22	66.66
8	PPR	H	5	16.66	17	34	0	0
		M	3	10	28	56	12	36.36
		L	22	73.33	5	10	21	63.63
9	II	H	0	0	5	10	0	0
		M	18	60	36	72	14	42.42
		L	12	40	9	18	19	57.57
10	LS	H	4	13.33	3	6	0	0
		M	4	13.33	31	62	12	36.36
		L	22	73.33	16	32	21	63.63
11	SW	H	9	30	8	16	0	0
		M	17	56.66	35	70	11	33.33
		L	4	13.33	7	14	22	66.66
12	UP	H	0	0	19	38	0	0
		M	7	23.33	26	52	4	12.12
		L	23	76.66	5	10	29	87.87

b) Chi square value:

Variables	Level of stress	
	Calculated X2 value	**X2 0.05**
Doctor	21.04	14.06
IT	14.66	16.91
Bank employee	11.36	14.06

****Significant at 0.05 level**

Table I (a) shows distribution of respondents according to occupation wise. These respondents have been assessed for stress and anxiety levels based on areas. These areas are Role overload, Role ambiguity, Role conflict, Unreasonable group and political pressure, Responsibility for persons, Under participation, Powerlessness, Poor peer relations, Intrinsic impoverishment, Low status, Strenuous working condition, Unprofitability. The doctors, It Profession and Bank employees are assessed their stress levels in three point scale i.e. low, medium and high and anxiety can be determined in five point scale i.e. very low, low, average, high, very high. According to the areas of stress, more than 50 percent of Doctors facing high stress levels in RO and PP compared to the other areas, and having medium level of stress in RA,RP,II,SW areas. Almost all IT Profession having medium stress level in all the areas. Almost all Bank employees facing medium level stress in RO, RA, PP, RP, PO, PPR, II, LS and SW areas.

By seeing the **Table I (b)** we can conclude that Doctors having high stress compared to IT profession and bank employees. The calculated x^2 value is 21.04, 14.66 and 11.36 respectively. Hence the null hypothesis can be accepted since it is statistically significant among doctors, IT Profession and Bank employees.

Overall we can say the stress level among Doctors are high and stands first in the level of stress, the next IT Profession facing medium level of stress and bank employees having low level of stress compared to others.

Irfana Baba (2012) in his research study titled **"Workplace stress among doctors in government hospitals: an empirical study"** has also investigated the causes of role stress in doctors working in government hospitals and to examine the levels of stress among Male and Female doctors. The data were collected from government doctors in Aligarh, through a standard questionnaire, known as "Organizational Role Stress scale (ORS)", given by Prof. Udai Pareek. Results revealed that doctors are the serious sufferers of organizational role stress than other occupations. Maximum number of doctors falls under high medium stress level category, followed by low medium stress level category.

A study carried by **Pavithra Rajan& Bharati Bellare (2011) on "Work related stress and its anticipated solutions among post-graduate medical resident doctors: A cross-sectional survey conducted at a tertiary municipal hospital in Mumbai, India"** aims to study the prevalence of work-related stress and its anticipated solutions among the resident doctors registered for postgraduate studies in clinical subjects at a tertiary Municipal hospital.Two hundred and thirty-six resident doctors were registered for postgraduate studies in clinical subjects in the year 2005-2006. Stratification was done based on the area of specialization. Results found that there is a high level of work related stress among the resident doctors registered for postgraduate clinical studies at a tertiary Municipal hospital in Mumbai. One of the perceived stress busters is regular physical exercise that is structured and under supervision.

Table- II

a) Occupation wise distribution of respondents on level of anxiety

	Level	**Doctors**		**IT Profession**		**Bank Employees**	
		No.	%	No.	%	No.	%
ANXIETY	VH	11	36.66	0	0	0	0
	H	16	53.33	3	6	11	33.33
	A	3	10	9	18	18	54.54
	L	0	0	32	64	4	12.12
	VL	0	0	6	12	0	0

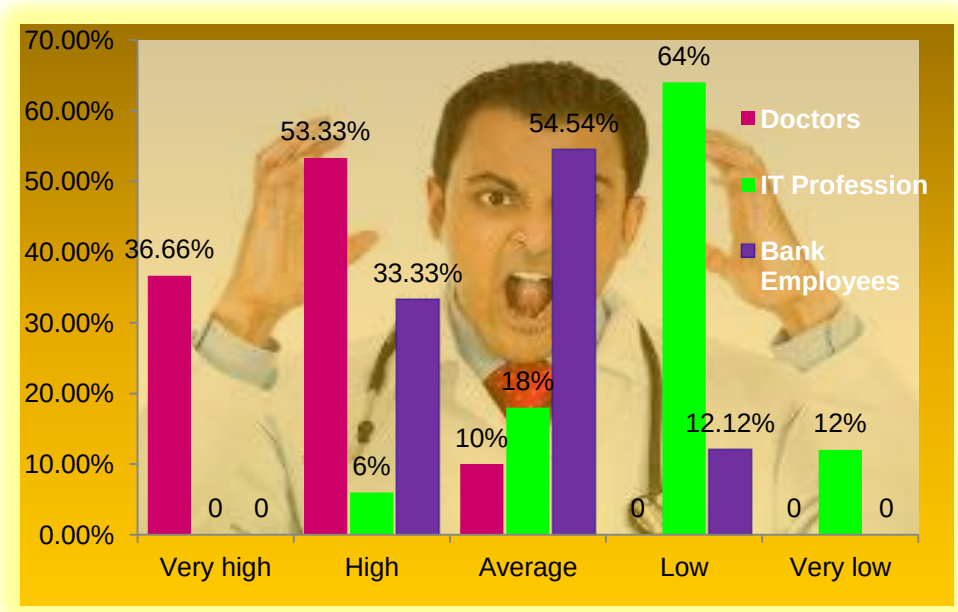
b) Chi-Square

Variables	Anxiety	
	Calculated x2 value	X2 0.05
Doctors	42.00	7.81
IT Profession	8.60	5.99
Bank employees	8.91	5.99

****Significant at 0.05 level**

Fig-6

Occupation wise distribution of respondents on level of anxiety



From **Table-II (a)** and **Fig-6** we can see the distribution of respondents on their anxiety level according to occupation wise. The anxiety level can be categorized into five point scale i.e. very high, high, average, low and very low. It has been observed that there is a drastic difference in the level of anxiety among Doctors, IT profession and Bank employees. Doctors having high anxiety as compared to IT profession and Bank employees. More than 50% doctors are suffering from high anxiety where as 36.6 percent having very high anxiety and very few i.e. 10 percent having average anxiety in their occupation. On the other hand among IT profession, there are 64 percent having low level of anxiety and very few i.e. 6 percent employees are

considered as they have high anxiety. Half of the Bank employees i.e. 54.5 percent arehaving average anxiety and 33.3 percent are having high anxiety in their occupation.

From the above **Table-II (b)** it has been concluded that doctors suffering from high anxiety compared to bank employees and IT profession. As the calculated x^2 value is 42.00among Doctors, 8.60 in case of Bank employees and 8.91 among IT profession. So the null hypothesis is accepted as it is statistically significant among Doctors, IT profession and Bank employees. Hence Doctors scores high anxiety level where as bank employees stand in second position as they have average anxiety and IT professions have low anxiety in their occupation.

Ajit Singh et al. (2010) in their study on "Prevalence of Depression among Medical Students of a Private Medical College in India" explored the prevalence of depressive symptoms and their relationships to socio-demographic variables among a cross section of medical students of a private medical college in India. A total of 336 students were participated. Depression may be a significant hidden problem in Indian medical students and mechanisms to identify and help students with mental health problems should be seriously considered.

Table- III

a) Gender wise distribution of respondents according to their stress level

Sl. No.	Stress		Male		Female	
			No.	%	No.	%
1	RO	H	17	24.63	15	34.09
		M	32	46.37	19	43.18
		L	20	28.98	10	22.72
2	RA	H	2	2.89	6	13.63
		M	35	50.72	25	56.81
		L	32	46.37	13	29.54
3	RC	H	9	13.04	9	20.45
		M	36	52.17	15	34.09
		L	24	34.78	20	45.45
4	PP	H	6	8.69	18	40.90
		M	44	63.76	13	29.54
		L	19	27.53	13	29.54
5	RP	H	4	5.79	2	4.54
		M	42	60.86	21	47.72
		L	23	33.33	21	47.72
6	UP	H	3	4.34	1	2.27
		M	33	47.82	7	15.90
		L	33	47.82	36	81.81
7	PO	H	3	4.34	0	0
		M	40	57.97	21	47.72
		L	26	37.68	23	52.27
8	PPR	H	16	23.18	5	11.36
		M	28	40.57	15	34.09
		L	25	36.23	24	54.54
9	II	H	3	4.34	2	4.54
		M	45	65.21	23	52.27
		L	21	30.43	19	43.18
10	LS	H	3	4.34	4	9.09
		M	33	47.82	14	31.81
		L	33	47.82	26	59.09
11	SW	H	5	7.24	12	27.27
		M	41	59.42	23	52.27
		L	23	33.33	9	20.45
12	UP	H	15	21.73	4	9.09
		M	22	31.88	15	34.09
		L	32	46.37	25	56.81

b) Chi-square

Level of stress		
Variables	**Calculated x^2 value**	**X^2 0.05**
Male	34.81	21.03
Female	9.18	9.48

****Significant at 0.05 level**

Table-III (a) displays the results of percentile among male and female respondents. The occupational stress areas like Role overload, Role ambiguity, Role conflict, Unreasonable group and political pressure, Responsibility for persons, Under participation, Powerlessness, Poor peer relations, Intrinsic impoverishment, Low status, Strenuous working condition, Unprofitability. The table clearly indicates that above 50 percent of male respondents are having medium stress in almost all the areas like RO, RA, RC, PP, RP, UN, PO, PPR, II, LS, and SW. 40 percent of the male respondents are having low stress in UN, LS, UP areas.

Whereas among female respondents half of them having low stress in RC, RP, UN, PO, PPR, LS, UP areas. On the other hand another half of the (50 percent) female respondents stated moderate stress in RO, RA, RP, II, and SW. 40 percent of female respondents showing high stress in PP area.

From **Table-III (b)** it can be concluded that male respondents facing high stress than the female respondents as the calculated x^2 value for male and female is 34.81 and 9.18 respectively. So that the hypothesis can be accepted indicating that there is significant difference among male and female respondents.

From the above discussion it can be concluded that male respondents experience higher stress at the workplace compared to female respondents.

Prof. J.K. Tandon et al. (2014) in their study on "**Effect of age and gender on occupational stress: a study on teaching fraternity"** has explained finding the effect of age and gender on occupational stress among teachers. The sample included 120 teachers teaching in professional colleges situated on NH-2 Agra Mathura highway. The results reveal that male teachers experience higher occupational stress than females. The males in

the age group 41-50 experience highest stress among all age groups. As per the observational report during survey females tend to do the job so as to have a feeling of independence in their personal lives whereas males have the responsibility of their families as still in our country males are the major earning members of the families whereas females are still the supportive members in majority of cases. Thus it reveals that there is higher occupational stress among male teachers than female teachers.

Prof. **J.K. Tandon et al.(2014)** in their study on "**Effect of age and gender on occupational stress: a study on Teaching fraternity"** has found the effect of age and gender on occupational stress among teachers. The sample included 120 teachers teaching in professional colleges situated on NH-2 Agra-Mathura highway. The result reveals that male teachers experience higher occupational stress than females. The males in the age group 41-50 experience highest stress among all age groups.

Table- IV

a) Gender wise distribution of respondents according to their anxiety level

Anxiety	Male		Female	
	No.	%	No.	%
VH	3	4.34	8	18.18
H	16	23.18	14	31.81
A	14	20.28	16	36.36
L	30	43.47	6	13.63
VL	6	8.69	0	0

b) Chi-square:

Level of anxiety		
Variables	**Calculated x^2 value**	**X^2 0.05**
Male	32.23	23.68
Female	6.18	7.81

****Significant at 0.05 level**

Fig- 7

Gender wise distribution of respondents according to their anxiety level

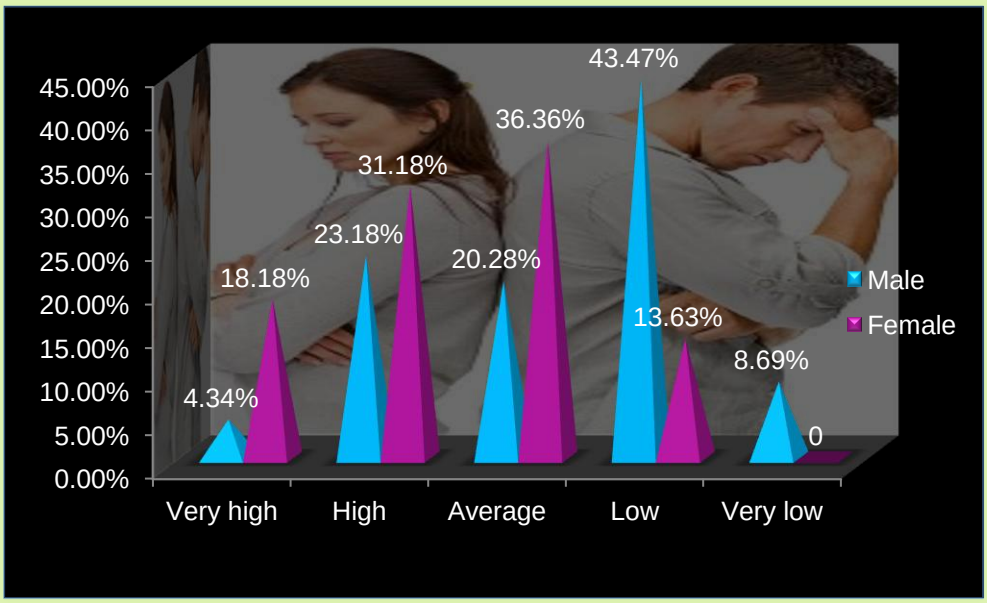


Table-IV (a) and **Fig.7** shows the distribution of respondents according to gender wise on the basis of anxiety level. Only 4.3 percent of male respondents are having very high anxiety, 23.18 percent are in high anxiety level, 20.28 percent is facing average anxiety and maximum percentage of male respondents (43.47%) stated that they have low level of anxiety and it has been observed that only 8.69 percent male respondents are in very low anxiety.

In case of female respondents, 36.36 percent are under the average anxiety level. Whereas 18.18 percent of female respondents having very high anxiety and 31.81 percent are at the high level of anxiety. Only 13.63 percent female respondents are included under the low level of anxiety.

Table-IV (b) is showing that male respondents having higher anxiety compared to the female respondents. The calculated x^2 value was found to be 32.23 and 6.18 respectively for male and females and found to be statistically significant. So the null hypothesis is accepted.

A. K. Chaudhary and Deepika Jain (2014) in their study on "**A Study of Anxiety among Male and Female Adolescents"** have foundthe level of Anxiety among male and female adolescents. The local of the study was confined of Udaipur city of Rajasthan. The sample consisted of 60 subjects divided into two groups, 30 Male and 30 Female adolescents. Result showed that male adolescents have higher anxiety in comparison to female adolescents. Over monitored life, submissiveness due to socialization pattern, their docility makes them Anxiety in comparison to female adolescents, feeling of competition in every work and Confusion in taking decisions, wasting the time and excess work to get target, less stamina, Lack of ability to do work etc makes male adolescents more anxious than female adolescents. This may be due to during the transmission to adulthood, lack of knowledge and awareness, physiological changes promote psycho-social anxiety.

Table- V

a) Age wise distribution of respondents according to their stress level

Sl. No.	Stress		Young adulthood		Middle adulthood	
			No.	%	No.	%
1	RO	H	20	23.80	12	41.38
		M	40	47.61	11	37.92
		L	24	28.57	6	20.69
2	RA	H	9	10.71	0	0
		M	39	46.42	17	58.61
		L	36	42.85	12	41.37
3	RC	H	13	15.47	8	27.59
		M	37	44.04	11	37.92
		L	34	40.47	10	34.47
4	PP	H	21	25	3	10.33
		M	39	46.42	18	62.05
		L	24	28.57	8	27.59
5	RP	H	4	4.76	2	6.89
		M	49	58.33	14	48.27
		L	31	36.90	13	44.82
6	UN	H	4	4.76	0	0
		M	27	32.13	16	55.17
		L	53	63.09	13	44.82
7	PO	H	3	3.57	0	00
		M	45	53.57	16	55.17
		L	36	42.86	13	44.82
8	PPR	H	20	23.80	2	6.89
		M	31	36.90	12	41.37
		L	33	39.28	15	51.72
9	II	H	5	5.94	0	0
		M	51	60.7	17	58.62
		L	28	33.33	12	41.37
10	LS	H	6	7.13	1	3.44
		M	37	44.05	10	34.48
		L	41	48.81	18	62.06
11	SW	H	16	19.05	1	3.44
		M	50	59.51	13	44.82
		L	18	21.43	15	51.72
12	UP	H	17	20.23	2	6.89
		M	30	35.7	7	24.13
		L	37	44.05	20	68.96

(b) Chi-square:

Variables	Level of Stress	
	Calculated x2 value	**X2 0.05**
Young adulthood	28.67	22.36
Middle adulthood	10.90	9.48

****significant at 0.05 level**

Table-V (a) reveals the distribution of respondents in the level of stress according to age wise. 47.61 percent of young adults are facing medium level stress and 41.38 percent of middle adults are having high stress in RO area. 58.6 percent of middle adults and 46.42 percent of young adults are having medium stress levels in RA area.44.04 percent of young adults and 37.92percent of middle adults are facing medium stress in RC area.62.05 percent of middle adult and 46.42 percent of young adults are having medium level of stress in the PP area.58.33 percent of young adults and 48.27 percent of middle adults are under the category of medium stress in RP.63.09 percent of young adults are having low stress while 55.17 percent of middle adults are having medium stress in UN area.55.17 percent of middle adults and 53.57 percent of young adults are facing medium level of stress in PO area.51.72 percent of middle adults and 39.28 percent of young adults are having low stress in the PPR area.60.7 percent of young adults and 58.62 percent middle adults are medium stress in II area.62.06 percent of middle adults and 48.81 percent of young adults are showing low stress in LS area.59.51 percent of young adults are facing medium stress where as 51.72 percent of middle adults are having low level of stress in the SW area. For the UP area, 68.96 percent under middle adults and 44.05 percent of young adults are showing low level of stress.

From the above analysis we can conclude that almost all young adults are falling under medium and low level stress. It is happy to see that no respondents are facing high level stress among young adults.

Middle adults are falling under medium and high stress level in some areas and having high stress only in one area (RO).

Table-V (b) shows young adults are facing high stress than the middle adults. Whereas few young adults are having low stress as compared to middle adults. The calculated x^2 value is 28.6 and 10.9 respectively. Thus, the null hypothesis is accepted so that there is significant difference between young adulthood and middle adulthood based on their stress level. Hence it can be concluded that employees at young adulthood experience more stress than middle adulthood.

K. Chandraiah et al. (2003) on their study titled **"Occupational Stress and Job Satisfaction among Managers"** has planned to investigate the effect of Age on Occupational stress and job satisfaction among managers of different age groups. A sample of 105 industrial managers working in different large-scale organizations was selected randomly for the present study. The findings of the study reveals higher levels of job stress and less job satisfaction among managers of 25-35 years age than their counterparts in the middle age (36-45 years) and the old age groups(46-55years). The study also found that the age found to be negatively correlated with occupational stress and positively with job satisfaction. Young adults were found to have experienced more occupational stress than the middle aged due to role overload, role ambiguity and strenuous working conditions compared to late middle aged. Regarding role conflict the young adults were found to experience significantly more stress compared to middle adults.

Manjari Srivastava (2012) has done a research study on **"Stress, Workaholism and Job Demands: A study of executives in Mumbai"**. The study is an exploration towards identifying the relationship between workaholism, job demands, work values and perceived stress and anxiety among working professionals in Mumbai, India. . The sampling procedure was purposive. Though initially 230 respondents were approached with a request to fill the questionnaire, finally the sample size was reduced to 150 only. The age group of respondents varied from 24 years to 50 years. Results reveal the dimensions of workaholism, work values and job demands that emerged as predictors of stress and anxiety. Overall, the unmarried and a younger age group of professionals are perceived to have a higher level of anxiety and stress than married and the senior age group.

Table- VI

a) Age wise distribution of respondents according to their anxiety level

Anxiety Level	Young adulthood		Middle adulthood	
	No.	%	No.	%
VH	10	11.9	1	3.44
H	17	20.23	13	44.82
A	24	28.56	6	20.68
VL	29	34.51	7	24.13
L	4	4.75	2	6.89

b) Chi-square:

Level of Anxiety		
Variables	**Calculated x2 value**	**X2 0.05**
Young adulthood	24.42	21.02
Middle adulthood	15.65	9.48

****significant at 0.05 level**

Fig-8

Age wise distribution of respondents according to their anxiety level

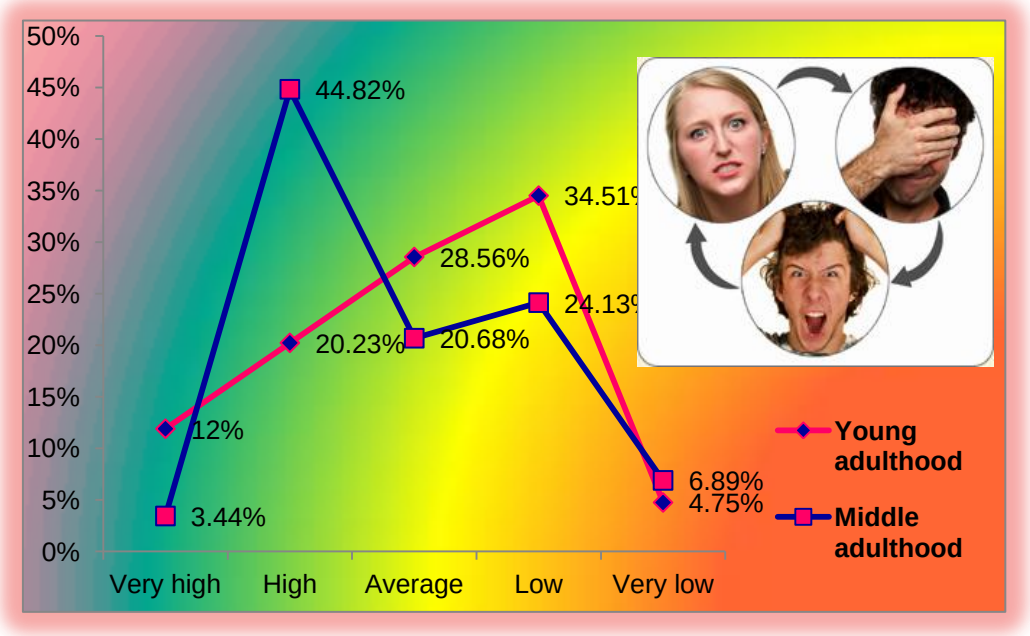


Table-VI (a) and **Fig-8**shows that majority of (34.5%) young adults are showing very low level of anxiety, 28 percent are under average level of anxiety and 20 percent and only 11 percent are having high and very high anxiety respectively.

Among middle adults more than 40 percent respondents are at the high anxiety level where as 24 percent is facing very low anxiety, 20 percent is under the category of average anxiety and few middle adults i.e. 3 percent are showing very high anxiety.

From the **Table-VI (b)** it has been seen that young adults having more anxiety level compared to middle adults. As the calculated X^2 value for the young adults and middle adults is 24.42 and 15.65 respectively, thus the hypothesis has been accepted which indicates that there is a significance difference exists between young adulthood and middle adulthood based on their anxiety level.

Kessler RC (2005) in the study on **"Lifetime prevalence and age-of-onset distributions"** has found that anxiety disorders are prevalent among the elderly. However, an important question is whether and how these prevalence estimates differ from those of younger adults. 7.3% of younger adults (18–64) in this study met criteria for an anxiety disorder. These findings suggest that, overall; anxiety disorders are more prevalent among younger adults than older adults.

Jeyapal Dinesh Rajaand Sanjiv Kumar Bhasin (2014) have done a study on "**Health issues amongst call center employees, an emerging occupational group in India".** Surveys and anecdotal evidence show that workers in the BPO sector experience high levels of stress and its related disorders, primarily due to its contemporary work settings. Safeguarding the health of youngsters employed in this new, growing economy becomes an occupational health challenge to public health specialists. Result shows that call centers is easy as compared with other jobs, freshly-out young graduates who are on the verge of starting their career are easily attracted by the lucrative salaries, lavishing lifestyle, and other remuneration packages they offer, have more chance to be affected by anxiety, depression, stress etc.

Table- VII

a) Education wise distribution of respondents according to their stress level

Sl. No.	Stress		UG		PG		PhD	
			No.	%	No.	%	No.	%
1	RO	H	16	21.33	15	44.11	1	25
		M	40	53.33	10	29.41	1	25
		L	19	25.33	9	26.47	2	50
2	RA	H	8	10.66	1	2.94	0	0
		M	33	44	21	61.76	2	50
		L	34	45.33	12	35.29	2	50
3	RC	H	10	13.33	6	17.64	2	50
		M	36	48	15	44.11	0	0
		L	29	38.66	13	38.23	2	50
4	PP	H	12	16	9	26.47	3	75
		M	43	57.33	13	38.23	1	25
		L	20	26.66	12	35.29	0	0
5	RP	H	4	5.33	2	5.88	0	0
		M	49	65.33	14	41.17	0	0
		L	22	29.33	18	52.94	4	100
6	UP	H	4	5.33	0	0	0	0
		M	27	36	13	38.23	0	0
		L	44	58.66	21	61.76	4	100
7	PO	H	2	2.66	1	2.94	0	0
		M	47	62.66	13	38.23	1	25
		L	26	34.66	20	58.82	3	75
8	PPR	H	21	28	1	2.94	0	0
		M	36	48	7	20.58	0	0
		L	18	24	26	76.47	4	100
9	II	H	3	4	2	5.88	0	0
		M	47	62.66	18	52.94	3	75
		L	25	33.33	14	41.17	1	25
10	LS	H	7	9.33	0	0	0	0
		M	35	46.66	12	35.29	0	0
		L	33	44	22	64.70	4	100
11	SW	H	13	17.33	4	11.76	0	0
		M	44	58.66	17	50	2	50
		L	18	24	13	38.23	2	50
12	UP	H	17	22.66	2	5.88	0	0
		M	29	38.66	7	20.58	1	25
		L	29	38.66	25	73.52	3	75

b) Chi-square:

Level of stress		
Variables	**Calculated x2 value**	**X2 0.05**
UG	43.60	23.68
PG	12.65	21.02
PhD	0.50	5.99

****significant at 0.05 level**

Table-VII (a) shows that educational qualification difference exists in stress level among employees based on various areas. This table expresses those employees who are undergraduates having medium stress in almost all the areas. On the other hand, more than 35 percent of UG employees having low stress in the areas like RA, UN, UP. It is happy to see that more than half of PhD employees (>50%) having low level of stress in RO, RA, RC, RP, UN, PO, PPR, LS, SW, UP areas where as in RA and SW areas the PhD respondents (50%) having moderate and low level of stress. Similarly, more than 50 percent of respondents having high stress in RC and PP whereas same percentages of respondents (50%) are falling under high and low stress level.

Thus **Table-VII (b)** shows that the calculated chi-square value of undergraduate employees (43.6) is greater than the post graduate (12.6) and PhDs (0.50). Hence, the hypothesis can be accepted which means there is significant difference among UG, PG and PhD respondents based on their stress level. According to this result Undergraduate employees experience more stress in their work place than PGs and PhDs while Post Graduates stand second after the UG employees based on their stress level and PhDs are at the end position as they have low stress at 0.50 chi-square value.

Kumar Sajjan and Jejurkar Krupa (2005), in their study quantified the stress of undergraduate and postgraduate students during their period of education. The study concluded that there was considerable amount of stress in occupational therapy students. The stress levels were higher in under graduate students compared to post graduate students. Among them, the first

year under graduate students were found to suffer higher stress levels, which was correlated to academic factors.

C. Manjula (2012) in her research study **on "A Study on Personality Factors Causing Stress among School Teachers"** has foundthe factors causing stress among teachers. With the help of purposive sampling method, 150 sampleshave been selected. They are from 20 different schools of rural and urbantype. Age, income, marital status, type of employment, education etc. variables have been taken for this study. Based on education variable it was found that graduate teachers lack assertiveness which may lead to stress.

Table- VIII

Education wise distribution of respondents according to their anxiety level

Anxiety	UG		PG		PhD	
	No.	%	No.	%	No.	%
VH	4	5.33	4	11.76	3	75
H	14	18.66	15	44.11	1	25
A	19	25.33	11	32.35	0	0
L	32	42.66	4	11.76	0	0
VL	6	8	0	0	0	0

b) Chi-Square

Level of anxiety		
Variables	**Calculated x2 value**	**X2 0.05**
UG	33.86	9.48
PG	10.47	7.81
PhD	1.00	3.84

****significant at 0.05 level**

Fig-9

Education wise distribution of respondents according to their anxiety level

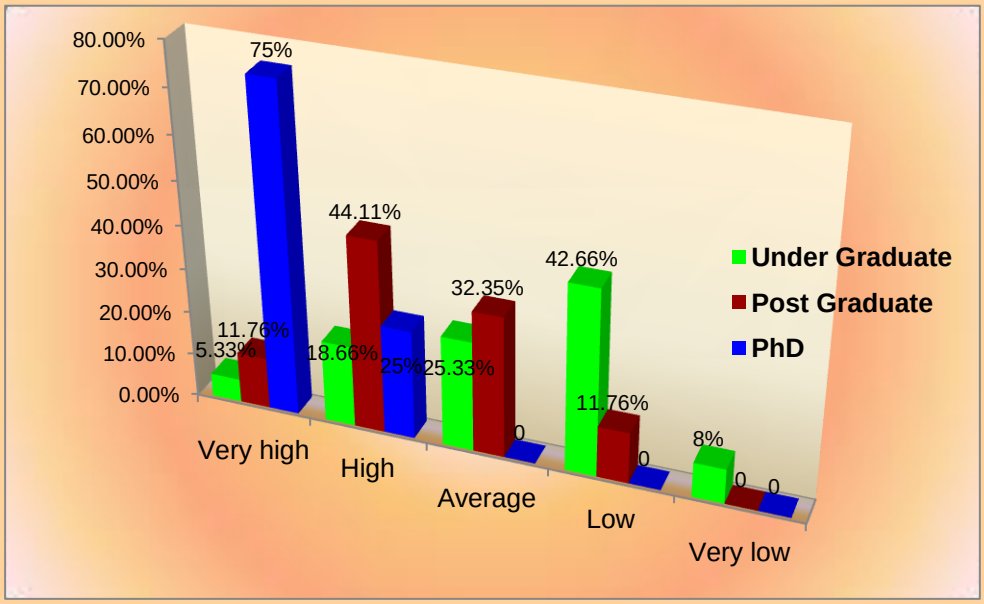


Table-VIII (a) and **Fig.9** shows education wise distribution according to employee's anxiety level. Among undergraduate employees less than half of the employee (42.66%) stated low anxiety, while 25.3 percent stated average anxiety and 18.6 percent is under the category of high anxiety and only a few (5.3%) is facing very high anxiety. On the other hand, 44.1 percent of the post graduates were having high anxiety while 11.7 percent post graduate respondents revealed that they having very high as well as low anxiety based on their workload, and 32.3 percent are under the average category. It was shocking to see that 75 percent of PhD employees having very high anxiety level and only 25 percent of them having high anxiety.

It has been seen in the **Table-VIII (b)** Under Graduate respondents are facing high level of anxiety compared to Post Graduates and PhD. The calculated x^2 value is 33.86, 10.87 and 1.00 respectively. Hence the hypothesis can be accepted which indicates there is significant difference based on the level of anxiety among undergraduates and post graduates and PhD employees since their calculated x^2 value is not statistically significant.

From overall anxiety level, Under Graduates are in high level than others and Post Graduates having medium anxiety and at last PhDs showing low anxiety level compared to others.

V .SUMMARY AND CONCLUSION

Stress and anxiety at the work place links to absenteeism, higher attrition and decreased productivity. It can lead to fatigue, poor communication and quality problems among employees. Occupational stress and anxiety can no longer be considered an occasional, personal problem to be remedied with palliatives. It is becoming an increasingly global phenomenon, affecting all categories of workers and all workplaces especially among Doctors, IT Profession and Bank employees. So the researcher has taken up initiative to find out their level of stress and anxiety and factors influencing variables to give awareness and recommendations for the betterment of their lives.

Stress at work needs careful monitoring and productive work environment. This could be a step forward to improve on prevention of some of the occupational related diseases among employees, especially if easy to implement measures could be recommended to modify potential at-risk conditions or habits at work. To attain an effective communication between labors, staff members and top management the organization should take the necessary steps given the respondents. There are many stressors which produce stresses in the body and employees are unable to remove these stresses and day by day these stresses show their results in the life of the employees. Therefore, to reduce the stress as well as anxiety, yoga classes and redresses cell for grievances will be the best solution.

Anxiety can be very troublesome to employee's life as they feel intense emotions of panic and worry in their job place which is not always brought on just by the typical stresses of life. Some anxiety disorders seem to be related to exposure to stressful events, losses, or traumas. There are several effective methods for treating all these anxiety disorders in young people. First, a lot of anxiety is learned or the result of mislabeling and over-reacting, so treatment should be initially focused to assist employee to re-evaluate their experiences to encourage a more positive self interpretation. The second step is to teach relaxation skills, so that young people can learn how to modify their own mental states by breathing and muscle relaxation strategies. A third

strategy employs social problem solving: learning how to identify and diffuse anxious situations.

So the unorganized as well as organized sectors should conduct some stress and anxiety inventory programs periodically so that the causes of stress and anxiety and its effects on occupation can be found.

For the conduct of the present study 113 young and middle adults were selected randomly from different job sectors in Coimbatore city. The tools used for collecting the required information for conducting the study were-

- ✓ Interview Schedule to assess Occupational Stress Index by- A.K.Srivastav and Dr.A.P.Singh
- ✓ Interview Schedule to assess Comprehensive Anxiety Scale by- Dr.Harish Sharma, Dr.Rajeeev Lochen Bharadwaj and Dr.Mahesh Bhargava

The investigator established a good rapport with the respondents to collect the needed information; the collected data were assessed according to standardized tool procedures. The collected data were then subjected to statistical analysis using percentile and chi-square test.

In the present study, the researcher has discussed about various occupational stresses and anxieties among employees from different sectors such as Doctors, IT profession and Bank employees in Coimbatore city, Tamil Nadu.

KEY FINDINGS OF THE STUDY:

The major findings recorded in the preceding chapters of the present study are given in the following passages.

- ❖ Among 113 respondents, 44.20 percent IT profession, 29.20 percent of them are bank employees and 26.5 percent doctors were taken for the present study
- ❖ It was found that a sizable number of 74 percent of respondents were in the age grouping of 19-40 (young adult)
- ❖ A majority of 61 percent respondents were males
- ❖ Majority of 66 percent respondents were graduates

Level of stress:

- The overall level of stress among doctors is quite high (55.33%), pointing towards the fact that the nature of the job of doctors is stressful compared to other occupations
- The young adults of various occupations reported of having high stress in conflicts and doubts about their work as compared to middle adults, whereas role overload contributes high stress among middle adults. Less work experience and work overload are also causes of being remain high stress among young adults
- The gender based differences have also been noticed in terms of stress. Male respondents are more stressed than female respondents in their work place under study. Males scored higher than females due to heavy work, conflicts and doubts in work place, feeling of unprofitability. But only the stressor namely political pressure (40.90%) shows highest variation of stress in female respondents
- It is divulged from the study that the maximum level of stress occurred by the employees in various sectors was undergraduate category than the post graduates and PhDs. It can be seen that majority (65.33 %) of under graduate respondents score medium on responsibility towards persons, conflicts, political pressure, low status etc. whereas only 38.66 percent experience low stress because of haziness, under participation and unprofitability in their work place. It also has been seen that 44.11 percent of post graduate respondents score high level of stress in role overload and majority of PhD respondents i.e. 75percent have high stress due to conflict and political pressure in the work place

Level of anxiety:

- It has been found that doctors facing highest anxiety compared to IT Profession and Bank Employee. 53.3 percent of the respondents among doctors are in high anxiety and 36.66 percent are facing very high anxiety while 10 percent respondents having high anxiety. This is because doctors have to carry out major works on psychological well-being in

their daily life. Lack of sleep is also a cause of being anxious. It is very happy to see that we found opposite result in case of IT profession. 64 percent of IT profession has low anxiety and 12 percent respondents are in very low anxiety. Whereas 18 percent facing average anxiety and only 6 percent are under high anxiety level. In case of bank employee 54.54 percent are at the average level of anxiety, 33.33 percent respondents facing high anxiety and a few i.e. 12 percent are having low anxiety and none of them are having very high and very low anxiety.

- It has been found that male respondents are facing high anxiety as compared to female respondents. 23.18 and 20.28 percent of male respondents are falling under high and average anxiety respectively while only 4.34 percent are at the very high anxiety level. Among female respondent 31.81 and 18.18 percent are falling under high and very anxiety level. Male respondents facing high anxiety because of Pressures of responsibility, problem within the family, financial difficulties, work life conflict, insufficient training, low income etc. are the major causes which promote undesirable anxiety disorder among male respondents.
- It has been found that the employees in the age group of 19-39 are facing more anxiety than those of the higher age. 28.56 percent and 20.23 percent respondents of young adulthood facing average anxiety and high anxiety and 11.9 percent respondent fall in very high anxiety. Among middle adulthood only 3.44 percent are at the very high level of anxiety and 42.82 percent are at the high level and 20.68 percent are having average anxiety. This is because the employees of younger adults are undergoing more stress compared to middle age group due to factors like work load, meeting targets and performance anxiety.
- It is observed that under graduates experience highest anxiety compared to Post Graduates and PhDs. Among Under Graduates

25.33 percent are facing average anxiety and 18.66 percent are at the high level and only 5.33 percent are falling under high level of anxiety. Emotional disturbance, lack of motivation, feeling of incompetence, less experience etc. are main reasons of facing high anxiety level. As Post Graduates and PhDs are knowledgeable and having experience and key skills so that their anxiety level is comparatively less than Under Graduates

CONCLUSION:

It can be concluded from the present study that occurrence of occupational stress and anxiety was high among doctors compared to other professions. Younger adults and under graduates suffer more in high stress and anxiety level than middle adults, highlyqualified professionals. Thus the hypotheses of the study were:

- There is a significant difference exists in stress and anxiety level among doctors, bank employees and IT profession, hence null hypothesis can be accepted
- There is a significance difference among age, gender, education and occupation on stress and anxiety level, hence null hypothesis has been accepted

Stress and anxiety at work can be a real problem to the organization as well as for its workers. Good management and good work organization are the best forms to prevent stress and anxiety. If employees are already stressed, their managers should be aware of it and know to help them. Work related stress is the response people may have when present with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to manage. Successful employers and managers provide leadership in dealing with the challenge of work stress and work related anxiety. It is important that workplace is being continuously monitored for stress and anxiety problems.


More studies could be conducted with large samples and in different occupations like police, traffic police, drivers, hotel staffs
The respondents for giving information were low in number because of their busy schedule
LIMITATIONS
Coping strategies/management of stress and anxiety levels could not be given because of lack of time
Many are not interested to provide information about their stress and anxiety level

PLATE 2

RECOMMENDATIONS:

The findings of the study were important to know about the level of stress and anxiety among Doctors, IT professions and Bank employees as well as other professions usually they suffer in their work place. Stress and anxiety affects the efficiency of the individual. So it is necessary to provide proper environment and support to each employee to maintain their stress and anxiety level. Therefore, there is need to:

- View stressful situations from a more positive perspective. Listen one's favourite radio station, or enjoy lonely time
- Deal with problems head on, doing the best to anticipate and prevent them
- Physical activity plays a key role in reducing and preventing the effects of stress.Aerobic exercise for releasing pent-up stress and tension
- Well-nourished bodies are better prepared to cope with stress and anxiety Therefore, balanced, nutritious meals throughout the day provides plenty of satisfaction to the people

Following are the importance points which act as prevention of stress and anxiety:

- **Set aside relaxation time.** Relaxation techniques such as yoga, meditation, and deep breathing activate the body's relaxation response, a state of restfulness that is the opposite of the stress response.
- **Exercise regularly.** Physical activity plays a key role in reducing and preventing the effects of stress and anxiety. Nothing beats aerobic exercise for releasing pent-up stress and tension.
- **Eat a healthy diet.** Well-nourished bodies are better prepared to cope with stress. Start a day with a healthy breakfast, reduce caffeine and sugar intake, and cut back on alcohol and nicotine.
- **Get plenty of sleep.** Feeling tired can increase stress by causing to think irrationally. Getting a good night's sleep keeps people away from harmful stress and anxiety

SUGGESTIONS FOR FUTURE STUDY

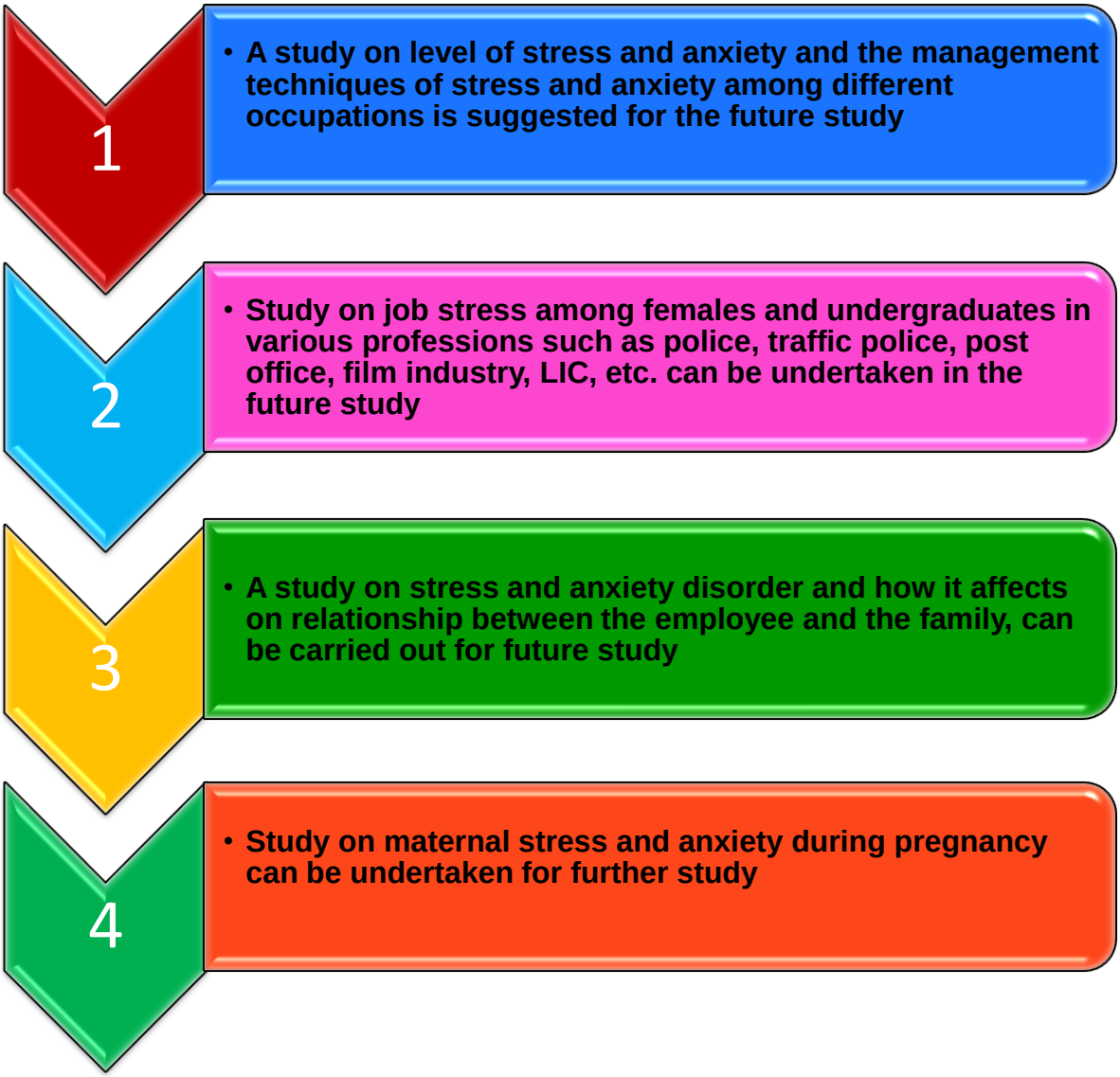


PLATE 3

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APPENDIX I

Name :

Age :

Gender : Male ☐ Female ☐

Education :

Occupation :

Marital status : Married ☐ Unmarried ☐

Family type : Nuclear ☐ Joint ☐ ☐

Extended

Income of the family (annual) :

Number of the family members :

Address and contact number :

Interview Schedule on 'Occupational stress and anxiety among employees from different sectors'

OCCUPATIONAL STRESS INDEX

Dr. A.K.SrivastavandDr. A.P.Singh

Department of psychology, Banaras Hindu University, VARANASI

INSTRUCTIONS

This questionnaire is meant for a psychological investment. The questionnaire consists of some statements that 'five responses' to indicate the extent to which you agree or disagree with each statement describe the nature and conditions of your job and also your own experiences and feelings about your job.

Questions	SD	DA	UD	A	SA
My different officers often give contradictory instructions regarding my work.					

Give your responses positively. Your responses will not be kept disclosed.

Occupational stress index

Kindly answer all the questions

Sl. No.	Questions	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1.	I have to do lot of work in this job.					
2.	The available information's relating to my job role and its outcomes are vague and in sufficient.					
3.	My different officers often give contradictory instructions regarding my work.					
4.	Sometimes it becomes complied problem for me to make adjustment between political/ group pressures and formal rules and instructions.					
5.	The responsibility for efficiency and productivity of many employees is thrust upon me.					
6.	Most of my suggestions are heeded and implemented here.					
7.	My decisions and instructions concerning distribution of assignments among employees are properly followed.					
8.	I have to work with persons whom I like.					
9.	My assignments are of monotonous nature.					
10.	Higher authorities do care for my self-respect.					

11.	I get less salary in comparison to the quantum of my labour/work.					
12.	I do my work under tense circumstances.					
13.	Owing to excessive work load I have to manage with insufficient number of employees and resources.					
14.	The objectives of my work-role are quite clear and adequately planned.					
15.	Officials do not interfere with my jurisdiction and working methods.					
16.	I have to do some work unwillingly owing to certain group/political pressure.					
17.	I am responsible for the future of a number of employees.					
18.	My co-operation is frequently sought in solving the administrative or industrial problems at higher level.					
19.	My suggestions regarding the training programmes of the employees are given due significance.					
20.	Some of my colleagues and subordinates try to defame and malign me as unsuccessful.					
21.	I get ample opportunities to utilize my abilities and experiences independently.					
22.	This job has enhanced my social statues.					
23.	I am seldom rewarded of my hard labour and efficient performance.					
24.	Some of my assignments are quite risky and complicated.					
25.	I have to dispose off my work hurriedly owing to excessive work load.					
26.	I am unable to perform my duties smoothly owing to uncertainty and ambiguity of the scope of my jurisdiction and authorities.					
27.	I am not provided with clear instructions and sufficient facilities regarding the new assignments trusted to me.					
28.	In order to maintain group conformity sometimes I have to do /procedure more than the usual.					
29.	I bear the great responsibility for the progress and prosperity of this organization.					
30.	Our interests and opinion are duly considered in making appointments for important points.					
31.	My opinions are sought in framing important polices of the Organization/Department.					
32.	My colleagues do co-operate with me voluntarily in solving administrative and industrial problems.					
33.	I get ample opportunity to develop my aptitude and proficiency properly.					
34.	My higher authorities do not give due significance to my post and work.					
35.	I often feel that this job has made my life cumbersome.					
36.	Being too busy with official work I am not able to devote sufficient time to my domestic and personal problems.					
37.	It is not clear that what type of work and behaviour my higher authorities and colleagues expect from me.					
38.	Employees attach due importance to the official instructions and formal working					

	procedures.					
39.	I am compelled to violate the formal and administrative procedures and policies owing to group/political pressures.					
40.	My opinion is sought in changing and modifying the working system, instrument and conditions.					
41.	There exists sufficient mutual co-operation and team spirit among the employees of this Organization/Department.					
42.	My suggestions and co-operation are not sought in solving even those problems for which I am quite competent.					
43.	Working conditions are satisfactory here from the point of view of our welfare and convenience.					
44.	I have to do such work as ought to be done by others.					
45.	It becomes difficult to implement all of a sudden the new dealing procedures and policies in place of those already in practice.					
46.	I am unable to carry out my assignment to my satisfaction on account of excessive load of work and lack of time.					

COMPREHENSIVE ANXIETY TEST

Dr. Harish Sharma, Agra

Dr. Rajeev Lochen Bharadwaj, Department of Psychology,, D.S.College, Aligarh.

Dr. Mahesh Bhargava (Director), National psychological corporation,, Agra.

Instruction

1. You are required to respond each statement of this test.
2. Each question is related to the common practice of your routine life and you are required to respond it either in Yes or in No.
3. Read each statement carefully, if you agree than put a round around the Yes and if you disagree than put the round over No.
4. You have to respond each statement with reference to you, yourself.
5. Every information given by you shall be kept secret. So, respond without any hesitation.

Sl. No.	Questions	Yes	No
1.	I often nauseated.		
2.	I sleep little		
3.	I feel always difficulty in taking a decision.		
4.	I usually have some kind of perplexity in my mind.		
5.	I feel lack of enthusiasm within me.		
6.	There is always a strained pull in my muscles.		
7.	I get nervous very soon.		
8.	I often my mistakes while doing mathematical work.		
9.	I feel that I don't keep healthy.		
10.	I don't feel comfortable in a crowd.		
11.	There is always some heaviness in my head.		
12.	I am very uneasy.		
13.	After taking a decision I doubt its correctness.		
14.	I am always worried at the thought of some mishap taking place.		
15.	I don't feel like eating anything.		
16.	My relationship with other people is often bad.		
17.	I get bored very soon while doing any work.		
18.	I get excited very soon.		
19.	In waking from mid-sleep, I take long time to sleep again.		
20.	I feel my life is useless.		
21.	I find difficulty in doing any work.		
22.	I shake my legs while sitting.		
23.	I often have an upset stomach.		
24.	I always have a sense of fear.		
25.	I find difficulty in meeting people.		
26.	In the presence of others my attention repeatedly goes on my clothes.		
27.	I often irritable.		

28.	The muscles of my Questions neck and shoulders are always painful.		
29.	I find it difficult to pass the time.		
30.	I remember forgotten mistakes more while going off to sleep.		
31.	I feel as if, I am losing weight.		
32.	I often act aimlessly.		
33.	I always feel tired.		
34.	Even a little sympathy from others makes me weep.		
35.	Even a little thing makes me excited.		
36.	I make mistakes even when working with great care.		
37.	I am always affected by a guilty conscience.		
38.	I don't trust people quickly.		
39.	My heart beat often increases.		
40.	I get angry very soon.		
41.	I don't like to go out of the house much.		
42.	I always feel troubled.		
43.	I feel the fear of doing wrong before starting any work.		
44.	I often have the complaint of blood pressure.		
45.	I feel bad easily.		
46.	I get distracted easily while working.		
47.	I like cracking my knuckles.		
48.	I feel lethargic all the time.		
49.	I am always worried how the difficulties of life will be solved.		
50.	A little noise frightens me terribly.		
51.	I sawed a lot.		
52.	I don't feel like doing any work.		
53.	I like sitting in solitude.		
54.	After committing mistakes, I am remorseful for a long time.		
55.	I don't like the screaming and the shouting of people.		
56.	I often have difficulty in breathing.		
57.	Even the slightest difficulties make me nervous.		
58.	The fear that something may go wrong always troubles me.		
59.	I feel people are putting obstacles in my work.		
60.	I cannot forget my mistakes.		
61.	I often have bad and frightening dreams.		
62.	I often feel as I am being chocked.		
63.	I feel that other people are talking about me.		
64.	My limbs often start trembling.		
65.	I am always frightened at the thought that I will definitely be punished for my mistake.		
66.	I don't say what I want to say to others from the fear that they may stop respecting.		
67	While lying in bed, I keep changing sides frequently.		
68.	I am often suspicious of others.		
69.	I am always doubtful for the future.		
70.	I don't like playing mentally strenuous games like chess.		
71.	I am always troubled by the fear of being left alone.		
72.	I feel myself incapable of facing difficult situations.		
73.	I am always afraid of someone finding out my mistake.		
74.	I don't feel refreshed even after waking up from sleep.		
75.	In difficult circumstances, I constantly have the desire to urinate.		
76.	I cannot talk freely in front of others.		
77.	I feel nervous when talking to the opposite sex.		
78.	I don't feel that my life is organized.		
79.	I take a long time in starting some new work.		
80.	Other people have poised my life a lot.		

81.	I am always afraid lest other people start hating me.		
82.	I wish if I were more beautiful.		
83.	I feel it would have been better if I had died.		
84.	I feel hurt when people do not understand my feelings.		
85.	I am always afraid of something unfortunate happening to me or to my family.		
86.	I am very careful while talking to elders.		
87.	In dreams I feel as if someone is strangulating.		
88.	I think a lot of others.		
89.	I am always surrounded by the apprehension of misfortune.		
90.	I am always uneasy by the thought that my life is more unhappy than that of others.		

APPENDIX II

Ethical Clearance

INSTITUTIONAL HUMAN ETHICS COMMITTEE

Avinashilingam
Institute for Home Science and Higher Education for Women
University
(Estd. u/s 3 of UGC Act 1956)

9th March 2015

To
Ms. Sharanoor Hussain
Department of Human Development
Avinashilingam Institute for Home Science and
Higher Education for Women
Coimbatore – 641 043

Dear Madam,

Ref : Your proposal No. IHEC/14-15/HD/04 entitled "Occupational stress and anxiety among employees from different sectors" submitted for approval of the IHEC on 3rd January 2015.

The Institutional Human Ethics Committee of our University hereby grants approval to your research proposal No. IHEC/14-15/HD/04 entitled "Occupational stress and anxiety among employees from different sectors"submitted by you. The Approval number for the same is AUW/IHEC-14-15/XMT-26.

We wish you all the best in your research endeavours.

Regards,

9/3/15

Dr.P.R.Padma
Member Secretary

Institutional Human Ethics Committee