

OCCUPATIONAL STRESS OF WORKING WOMEN – REVIEW AND CONCEPTS (WITH SPECIAL REFERENCE TO COLLEGIATE TEACHERS IN TIRUCHIRAPPALLI DISTRICT, TAMIL NADU, INDIA)

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ABSTRACT

“Mind is the most powerful thing in the world. One who has controlled his mind can control anything in this world”.

-Swami Vivekananda

At present world facing, the new term ‘Occupational Stress’ it can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or needs of the worker. Job stress can lead to poor health and even injury. The concept of Occupational stress is often confused with challenge, but these concepts are not the same. Challenge energizes us psychologically and physically and it motivates us to learn new skills and master our occupation. When a challenge is met, we feel relaxed and satisfied.

Nowadays, the Education field is facing many challenges. It is an important issue not only for our students but our nation’s development. In this context teachers are the most significant factor of the education process. It has a crucial role in individual’s improvement. During the education, students gain the knowledge and skills, and teachers are the basic role models for their students. Teachers play a significant role in the development of countries, because they educate new generations. In this junction the research like to know the occupational stress of the Educational field especially women teachers society. In this title consists of reviews and concepts of the various studies. It helps to know types of stress and remedial measures used by the institutions.

Keywords: *Occupation, Women, Education, Stress, etc.,*

INTRODUCTION

Tiruchirappalli District is located in the center of Tamil Nadu, India. It consists of sixteen urban centers and seventeen blocks. 85.81 % of the female are educated in this city. In this city have seventeen Arts and Science colleges. Tiruchirappalli district is basically followed the joint family culture at the same time they are working in various sectors. In this junction the researcher wants to know:

- What are the occupational stresses faced by the women teachers in an educational institution?
- How they are handling their profession stress?

“Teaching profession is Mother of all Profession” is considered to be more than a profession; teachers are regarded as the strongest pillar of the society. Especially, the teaching profession is most suitable for a female because she has the handling of the children but nowadays they are facing many stresses in their profession. In this study helps to know what are their problems and how is handle the occupational stress.

The term stress means different things to different people. Davis (1981) defines stress as “a condition of strain on one’s emotions, thought processes and physical conditions”. Di Martino (2003) summarized the concept of stress as “the physical and emotional response that occurs when the requirements of the job do not match the capabilities, resources needs of the employee”. Simply put, stress is our reaction to situations that pose demands, constraints or opportunities. Stress is not in itself completely negative. However, people react to situations differently depending on their life experiences. Under normal circumstances, the reaction mechanism of employees should enable them to find new balances and responses to new situations. Stress is, therefore, not necessarily a negative phenomenon. People with broad experience right from childhood encountering new situations can adjust better than those without.

There have been constant changes in educational, economic, and cultural policies of many countries. Globalization and development in technology have had effects on organizations and on

employee's working conditions. Teachers are confronted with occupational, pedagogical and technological changes that have caused alterations in their working conditions. In many of most self-financing colleges now introduced the most innovative techniques for their teaching-learning process. The teaching profession is one of the most stressful professions it includes constant interaction with students, parents, colleagues and school heads. Stress has great importance for all organizations including colleges. It can affect the teachers, physiological and psychological well-being and also students' learning.

In this research the various reviews and concepts for the occupational stress of the Women were collected. Because of it helps to analyze the research questions in a better way.

JYOTHI NARAYANAKUTTY (2017) the aimed of that study was to determine the level of stress experienced by school teachers. Data were collected by the method of convenient sampling from the way of personal interview. The sample consisted of 50. She used the statistical techniques like that the percentage method, weighted average method and ANOVA HAD seen applied for that analysis. It showed that 'poor remuneration' was the highest problem of stress factors among the school teachers. She suggested that any physiological techniques obtain for the purpose of measurements of stress level. It was necessary to be conducted. So that the teachers' stress symptoms can be better understood. Stress management is an important aspect in point of view of the workplace especially the school.

KAVITADUA and VEENA SANGWAN (2017) the conducted a study on stress among female high school teachers of Haryana. Researchers revealed that female teachers are more vulnerable to stress as stress is caused by many factors including poor working conditions, scarcity of resources, heavy workloads and lack of administrative and family support system. The studies revealed that majority of the respondents were spending more time in teaching-related activities compared to the home-related actives. The researcher also found out the respondents having less time for personal care, leisure, and sleep. It is also found that the stress management mechanisms like that relaxation, entertainment, delegation, sleep, and exercise were taken by the respondents.

RANJU BALA (2017) that articles were an attempted to found out the relationship of personality hardiness with work-related stress among secondary school teachers in the state of Punjab. He selected a sample from four districts like Ludhiana, Hoshiarpur, Jalandhar, and Gurdaspur. The sample size was 500. The sample collected from both equal from men and women of secondary school teachers by using the method of multistage randomization technique. It suggested that a negative and significant relationship between personality hardiness and work-related stress among secondary school teachers. It also suggested that the study had practical implications for secondary school teachers. The study concluded that the teachers may be known with coping techniques like meditation, regular exercise, yoga, social networking, relaxing etc. the institutions may be conducted many seminar and workshops for teachers to improve their personality hardiness in order to reduce the work-related stress. The study pointed out the head of the institutions and policymakers to take extra care in framing the curriculum, assigning academic and non-academic duties to the teachers, fixing their salaries and service conditions.

AHMET NACI COKLAR and ERKAN EFILTI (2016) examined the investigation of technostress levels of Teachers who were included in the Technology Integration Process. The study investigated the technostress levels of teachers in these processes. The sample consisted of 370 teachers from different levels of education and branches in 2015-2016. According to the findings obtained in that study general techno stress levels of teachers were medium level and in terms of sub-scales, teachers had medium level learning-teaching process oriented technical issue-oriented and social oriented technostress, and low level professional oriented and personal oriented techno stress

OH SENONG TAK and SUNBUMPARK (2016) have conducted a study of the connected smart worker's technostress. A survey was conducted against office workers who handled their tasks used a smart device after contacting Gallup Korea. An online questionnaire survey was conducted in that study. The participants were allowed to visit the questionnaire website and joined to survey. On the basis of an online survey, a total of 383 questionnaires were collected. Among them, 345 copies were finally chosen that study. In terms of the samples of that study, a questionnaire survey was conducted against office workers who use new and emergent technologies such as Smartphone, mobile combating and SNS. The findings of that the technostress which may result from the use of new technologies even after work and during holidays. (e.g., using a smartphone, checking email or continuing work through a messenger after working hours) its influence job satisfaction and work-life conflict.

SUGANYA (2016) has conducted job stress among teaching faculty. She has found that the teachers having less experience and inadequate facilities are being faced more stress. She has focused in this study on Government university faculty stress. She has pointed out stress factor as rewards and recognition. This

study focused on higher education faculty stress in order to identified job stress among faculty and also used both public and private business schools. She had found out private sector faculties are faced more stress compared to public sector business school faculties. She had concluded that stress among teachers is very high level in the present scenario. Factors like work overload, poor infrastructural facilities, conflict with management and peer, student interaction and inadequate salary were discussed in these studies. The management needed to be aware of these factors of stress and take a necessary step to reduce the stress level.

GIRESH KUMAR.G.S and SANTHOSH.C [2014] identified 240 samples randomly from the middle level and lower level employees working in various BPOs in Kerala. By the method of regression analysis, it was found that compensation and career growth, job support and recognition and work-compatibility factors are the strongest predictors of variations of employee intention to stay in BPO in the industry in Kerala

KUSI.H., MENSAH D.K.D., and GYAKLE (2014) explored the cause and effects of work-related stress among 50 university-level academic staffs. Result highlighted various causes and the effects of stress among the lecturers.

KASRAIE SJ. PARSA SH., HASSANI M, and GHASEM-ZADEH A.(2014) investigated the relationship between the quality of work life, job stress, job satisfaction and citizenship behavior among 158 staff of Oshnaviyeh Hospitals and showed that there was a significant positive relationship between the quality of work life, job stressed, job satisfaction and citizenship behavior.

KOTTEESWARL.M and TAMEEM SHARIEF.S [2014] selected and analyzed a sample of 100 employees working in various BPOs in Chennai city using the method of chi-square and found that job stress is affecting their performance. Owing to job stress they are not able to concentrate on their work properly and experience stress in the workplace irrespective of the gender. Both the employer and the employee are following some stress coping strategies to overcome the stress.

RICHA DARSHAN [2014] attempted to analyze the effect of stress on women at call centers at Indore and the problems faced by them. The study found that major issues faced by women employees in call centers are a work-life imbalance, stress, and poor work environment. Women work in night shifts and also odd hours of the day, they are unable to spend sufficient leisure time with family members breaks up. The monotony of work and dealing with abusive clients leads them to high-level stress. Sexual harassment and offensive behavior in the workplace are other major issues in call centers.

ROLON (2014) indicated that teachers still face the classic challenge in integrating technology beyond various classroom activities. The increasing use of ICT in the society also creates another pressure for the teachers in fulfilling their academic related-tasks of academic purposes. The aim of this research is to investigate the relationship among technology acceptance model; work overloads job insecurity and technostress in high school teachers in Indonesia.

R.K.JENA and P.K.MAHANTI (2014) deals with “An empirical study of Technostress among Indian Academicians”. In this study, data were collected from 116 academicians in India using an online questionnaire. The use of fast-changing technologies creates a source of pressure among academicians. The study found that three demographic factors i.e., gender, age, and technological awareness has a major influence on technostress. It is also found that men academicians experienced more technostress compared to that of women academicians because a woman finds technology less easy to use than men. Women academicians with greater technological awareness compared to the men. The study finally concluded that techno stress has a significant effect on gender age, technology awareness and tenure of academicians.

SONAL BHARGAVA [2014] suggested that stress is the major problem in BPOs, prolonged working in shifts of odd hours can have major implications on the physical and mental health of the employees and high-stress levels are making the BPO employees more prone to hypertension and heart attacks. BPO employees are quitting BPO jobs to get rid of the stress and strain at work place¹.

SUNITHA V GANIGER[2014] illustrates that women employee in the BPO sector experience high levels of stress as a result of working in closely monitored environments with pressure to meet ambitious performance targets. Strict deadlines and ambitious targets have also resulted in them “burnout”. Repetitive tasks, such as responding to telephone calls more than 100 times a shift have resulted in absenteeism and attrition among many young women employees. A growing number of women employees also experience physical and emotional problems such as panic attacks, depression, relationship problems, alcoholism and sleeping, and eating disorders. A family balance is also difficult for BPO women employees due to insufficient time causing stress and strain.

TASHI.K(2014) examined the level of stress among 150 Bhutanese teachers and found that stress was experienced by them. Male teachers were more stressed than their counterparts.

ADEBIYI.R.D. (2014) investigated the occupational related stress to know the influence of gender, faculty, and experience on stress among 100 lecturers and revealed that gender and years of experience did not influence stress on lecturer but the stress varied from faculty to faculty based on their teaching experience.

ASSOCHAM [2013] conducted a survey among 2500 women employees working in BPO at Delhi-NCR due to the rape of BPO women employees in Delhi. The survey found that the productivity of the women-workforce was reduced by 40% not only in Delhi-NCR region but also in other cities like, Chennai, Bangalore, Mumbai, Hyderabad, Pune, Ahmadabad, Lucknow, Dehradun. It was also found that 82% of the women respondents said that fear is a great concern for women who are traveling in public transport, three-wheelers, and metro at odd hours, especially at night time and 89% of the respondents left offices on time, immediately after duty hours due to the atmosphere of insecurity. The majority [67%] of the respondents are not satisfied with the atmosphere. The atmosphere is not comfortable to work in BPO and ITES sector. It reveals that the BPO workforce is relatively young, the majority being less than 30 years. The mean age of the women employees in BPOs has been found to be 21 to 28 years. 52% of the respondents perceived a better pay package to be a major attraction for working in shifts. The rest of the respondents opined that there is no other choice. The demand by nature of the job was the major reason for working in night shifts. Among all the cities surveyed, it is high in Delhi-NCR (82%) followed by Bangalore 82%, 80% in Mumbai, 76% in Hyderabad and 72% in Chennai. The large proportions of the respondents (62%) are satisfied with the security arrangements made within and outside the workplace, though approximately 38% of the respondents answered in the negative.

BEHESHTIFAR and NAZARIAN [2013] reported that occupational stress was a perception of discrepancy between environmental demands (stressors) and individual capacities to fulfill these demands. Occupational stress was more, where there was more discrepancy in perceptions.

BHUVANESHWARI (2013) conducted a case study on psychological and physical stress undergone by married working women working in different teaching institutions. Researches revealed that stress in married working women is caused due to long working hours, various family and official commitments, harassments and improper work-life balance. Such type of stress leads to various problems such as prolonged headaches, hypertension and obesity. The researcher cleverly concludes that stress can be relieved from institutional support, balancing work and life by spending some time with family, entertainments, yoga and rest.

DEEPA ANANDA PRIYA.P [2013] took 384 samples by convenient sampling technique and found that meeting deadlines and job insecurity is the major factors influencing the job Stress of women employees. Harassment and or discrimination and Poor relationship with workmates are the least factors influencing job stress of women employees. Owing to job stress the women employees are experiencing more psychological stress than physiological stress. There is a negative relationship between job stress and employees' engagement, physical and psychological impact has no relationship with the employee's engagement.

Dr.S.S.JEYARAJ [2013] in their study the occupational stress among the teachers of the higher secondary schools in Madurai, 185 Aided school teachers and 120 Government teachers had participated in that study. Primary data had been collected by conducted a survey method among 305 sample higher secondary teachers comprised headmasters and higher secondary school teachers of Government and aided schools. The results revealed that the total teachers of government and aided schools expressed that they had been victims of a high level of occupational stress. Among the two cadres, aided school teachers experienced a high level of stress compared to government teachers. It is perceived that lack of interaction, time pressure for completing the syllabus, social status, heavy workload, poor working conditions, sufficient and mutual co-operation are the major sources of occupational stress. It is suggested that the government and aided school identified the symptoms of occupational stress and take necessary steps like counseling for the purpose of reducing the occupational stress.

KOUSARJAHAN ARA BEGUM [2013] enumerated that the characteristics of BPOs as a high proportion of women workers (predominantly young female workers performing low-wages, low-skill work), extensive use of overtime work, job insecurity and a low rate of unionization. Women working on shifts tend to suffer from the following and behavioral syndromes: irritability, alcohol use, ulcers, anxiety and depression, and concentration problems.

KUMARASWAMY.G and MUMTAZA [2013] in their article collected 100 samples and by the method of multiple regressions, they found that all over the deterioration in job performance was due to

stress. Long stress leads to burnout. Female employees are ready to shoulder more job loads, but job performance is less affected by stress.

KUMAR,S.S., MOHAN.S, and VELMURUGAN.R[2013] investigated causes of work stress among 478 engineering faculty members to find out the difference and association among demographic and job profile variables of engineering teachers. The study showed that location, working status, working hours and type of institutions also causes stress.

KAVITHA [2012] an empirical study carried out on Organizational Role Stress among College Faculties had made an attempt to analyzing the role stress among the faculty in educational institutions. The present study was conducted at the Engineering colleges revealed that the important stressor among the male and female faculties is inadequate role authority and role overload respectively. According to the researcher, the discriminate organizational role stress factor among the male and female faculties is role stagnation and role erosion.

KOMAL NAGAR [2012] points out that Job Stress and its more severe form, job burnout, is increasingly becoming prevalent in the work environment. In his research paper on "Organizational Commitment and Job Satisfaction among Teachers during Times of Burnout", he expressed that due to high work stress, employee's attitude towards their job and their feeling toward their organization also gets affected.

KUMAR ARUN [2012] highlighted in his dissertation the present level of attrition in the BPO industry, the reason for attrition, the problems faced by the organization due to attrition and suggested ways and means prevent attrition. The sample of the study comprised 100 employees selected on the basis of simple random sampling. The reason for the relieving of the employees were ranked as follows: no flexible work schedule, stress from overwork and work-life imbalances, lack of good working conditions, the mismatch between the job and the person, monetary factors, organization's concern which is more towards business and less towards employees, absences of supportive colleagues, lack of trust, too little coaching and feedback. An effective and affordable recruitment strategy which would enable the organizations to get the right talent at the right time and at the right place is very important for the goal attainment of the organization.

LAKHWINDER SINGH KANG RASHPAL SINGH SANDHU[2012] the study examined the relationship between job and family related stressors and the physical and mental health of bank branch managers. A sample collected from 316 bank branch managers from public and private sector banks operating in the state of Punjab was selected. The study found out the most number of the respondents experiencing poor judicial and mental health. 'Highly Intricate Nature of the Job', 'Lack of time for family and personal care', 'Insufficient training and Career Uncertainties', 'Performance Constraints and Pressures', 'Surveillance Required', 'Unwanted Criticism', 'Travelling and Transfers' and 'Family Obligations had been found affected the physical and mental health of bank branch managers. In employee was not fulfill the demands of both family and work would lead to conflict which causes stress among people. Increased workload and performance pressures require the branch managers to work till late hours and spend more time in the office, thus leaving less time for family and self. The most modern devices like mobile phones, laptops, internet, and e-mail etc have made employees accessible 24x7 thus removing the boundaries among work, family and personal life. So, the management may be used to design different strategies at the corporate and individual level to manage stress and ensure good health among employees.

MARIAMMAL M [2012] study in her article aimed to study the relationship between hardiness personality and stress factors of the IT professional in Chennai. She had collected a sample from 378 IT professional among 10 IT companies at Chennai. The main aim of that study to measured the hardiness among IT professionals and found out that hardiness personality is related to various factors of occupational stress. The study found that the IT professionals had hardiness personality on the dimensions, 'commitment', 'control' and 'challenge'. She also found out that the sources of stress, namely 'work demands', 'career concerns', 'systems maintenance', 'Role ambiguity' and job-induced Tension were significantly related to the hardiness personality of IT professionals. She suggested that organization conducted a stress alleviation activity at periodical intervals and also conducts a regular counseling session to the workers who are weak in work-related or personal related stress. The organization communicated role clarification to the workers about their duty and to develop good human relation skills for their employees. So, the organization should follow the above suggestions may help the IT professionals cope with work-related stress and to develop positive interaction around the people with their environment.

MALHOTRA SHEFALI and CHADHAOMESH [2012] conducted a research on the 300 employees working in the call centre of the Mohali, Panchkula and Chandigarh. The result reveals that the stress among the employees working in BPO are due to salary, job task, colleagues, sense of purpose, career path

opportunity, work environment, autonomy and workload. The paper also discusses the relevance of the stress management programmers

MUTHUVELAYUTHAM C and MOHANSUNDARAM [2012] found the impact of occupational stress on job satisfaction and job involvement among 422 engineering college teachers in Trichy. It was found that there was a significant impact of stress on job satisfaction and job involvement among teachers.

PABLA [2012] studied the occupational stress amongst 200 professional college teachers in Punjab and revealed that there was no significant difference between male and female teachers in occupational stress level whereas there was a significant difference between teachers teaching in the professional colleges located in rural and urban areas. Teachers employed on Ad-hoc and permanent basis had a different level of stress.

FAYAZ AHAMED [2011] highlighted that 46.7% of employees are in a lot of stress due to unequal sharing of work responsibilities and favoritism is one of the major causes to enhance stress in organizational climate.

TARAFDAR RT AL. [2011] claimed that younger users were more familiar with technology in occupations related with information technologies, but experienced employees had lower levels of techno-stress because they were better at coping with stress. From this perspective, it can be claimed that technology use competence and teaching experience balance each other in techno-stress.

BALASUBRAMANIYAN and PRIYA.V [2010] opined that ill-treatment of women employees is the serious factor which accounted for 23% followed by fellow male chauvinisms (15%) and sexual harassment (11%). Hence the work spot environment was not conducive for women employees to perform their jobs without fear and stress and also the study indicated that most of the respondents out of fear of punishment or disciplinary action by the employees concealed the fact that normally on an average women employees work for about 9 to 10 hours per day. Hence higher workload with long hours of sitting and significant domestic works resulting in dual working women having larger health problems in Chennai city. He revealed that the majority of women employees working in Chennai city were affected by multiple health-related problems such as 28% of women have the ng back pain followed by 18% headache, 15% digestive problem and 11% affected with digestive problem due to long hours of work, long hours of sitting in the office, untimely consumption of food, discrimination of workload, more time spent in household work, lack of rest and abnormal behaviors of family members.

DUTTA [2010], in this article stated that the work stress can lead to physical illness, psychological disorders and also in work aspects it often resulted in inadequate, ate adaptation to situations and failure to perform at an optimal level.

GARDNER, and SALLIE, [2010] has undergone a study stress among prospective teachers on student-teachers distress has the potential to impact on the individuals who are to become teachers, the profethe session and the education system. These review exam amines what is known of psychological distress among university student's teachers and student-teachers, the demands associated with their practical experiences and the known impact of psychological distress. A brief over view of contemporary stress management approaches are also presented. The reviewer contends that the potential problem for prospective teachers requires a holistic approach, beginning through understanding contemporary strategies available to individual university students, and preventative stress management programs provided within tertiary education, which may be made available to future student teachers.

DR. GAURAVI MISHRA [2010] highlights the opinion and diagnostic statement given by Dr. Gauravi Mishra , consultant department of Preventive Oncology at Tata Memorial Hospital, over a period of one year. The study involved more than 600 employees of four BPO units. It was revealed that eight percent of call center women employees were women smokers and three major reasons for taking up smoking by women are peer pressure, stress at both sedentary and workplace and odd working hours and most of the young employees in this sector changed their job frequently. For them, continuous counseling should be given.

JANANI [2010] has examined "A Study on Stress Faced by the Information Technology Professionals'. This study explores the stress by the IT professional at DSM software Trichy. IT profession is one of the most stressful professions because of their work environment, demands of the job, working hours etc. so, they have to manage the work-life equation evenly. So they had to push to a state of stress. She had collected 50 samples by the method of the proportionate stratified random sampling method. She had measured the level of stress, functional role scale by A.K. Srivastava and A.Krishna were applied. This study examined the demographic characteristics, economic conditions and identifies the stress factors faced by the respondents. It revealed that sex, marital status, and the family system did not influence stress. It also

revealed that half of the respondents faced a higher level of stress. In order to manage the stress, the management should introduce some stress management programmes like that time management, mental health, personality development, physical fitness etc should be organized for employees to their employers in order to reduce the stress level. In this study found out the majority of the respondents are suffered from an eye problem, body pain, back and shoulders pain, sleeplessness, blood pressures and diabetic problem are the general categorized problem faced by them. So, she suggested that modified and comfortable seating arrangements. periodical classes for yoga and meditation could be organized for employees in order to live a stress-free life. She concluded that employees treated as an investment. They are human beings and not machines. Their feelings cannot be avoided or ignored. Management should help their employees to solve their personal and official problems it leads to boost their morale, resulting in a greater standard of service.

DR. RUBINA HANIF [2010], "Role of self-efficacy in teacher stress and job performance of women school teachers", the present research was conducted to identify levels and sources of teacher stress, relationship of teacher stress with teachers' job performance and self-efficacy of women school teachers, and to find out the moderator role of self-efficacy in teacher stress and job performance relationship. The research was carried with two independent samples i.e., teachers and students. The sample I have comprised of 330 women secondary school teachers. Sample II was 990 students, randomly selected from the classes of sample I. Results showed that teachers displayed moderate levels of stress, and highest scores were displayed on work-related stressors. The significant negative correlation was found between teacher stress and job performance and teacher stress and stress and teacher efficacy. The moderated multiple regression analysis revealed that high self-efficacy could play a moderator role in the relationship between teacher stress and job performance.

TIEMO, PEREWARE AGHWOTU and OTUA JUSTICE OWAJEME [2010] described the technostress: causes, symptoms and coping strategies among librarians in university libraries. The survey methods were employed using the questionnaire to collect data from the respondents in 5 university libraries in Edo and Delta state. The data were analyzed by gender using frequency counts and percentages. The findings of that study the librarian in the university libraries experienced technological stress when they use computer-related technologies. It also concluded that most of the librarians experienced the symptoms of muscle tension and shaky hand when they use computer-related technologies. The study revealed that librarian cope with technostress in the following way, discuss technostress and plan for it, buying more user-friendly hardware and software and take a frequent break from computer-related technological among other. The study suggested that organize should conduct technology-based training for librarians in order to make them comfortable with new technologies and more aware of their dangers.

GAYARES and ROMEO [2010] a study was conducted on young professionals Manila & Metro Cebu to know how they are healthy. A total of 675 young professionals working in call centers and 254 young professionals working in other industries were interviewed. The results revealed that a higher proportion of employees faced sleep problems (45%), particularly among female call center workers. The leisure activity pursued by call center workers is drinking alcoholic beverages and leisure activities usually pursued by young professionals are going to parties/bars/clubs and mailing. The most common leisure activity pursued by the call center and other industry employees is alcoholic beverages.

JANAI [2010] she examined that the stress experienced by the IT professionals at DSM software Trichy. IT professional point of view many factors are stimulated that stress level like that work environment, the demands of the job, coupled with erratic work hours and long commitments. The sample size is 50 and used a stratified random sampling method. The study found out 100% of the respondents are suffering from an eye problem, 92% of the respondents experienced body pain, pain at the neck, back and shoulders. More than half of the respondents faced problems like sleeplessness, blood pressure, and gastrointestinal problems. The study showed that all the respondents suffered eye problem. She suggested that the organization should be organized periodical eye check-up for their employees and the modified seating arrangements instead of steel chairs and periodical classes for yoga and meditation to their employees for the purpose of acquiring stress-free life. She concluded that the employees are treated as investment in any organization. So, our feelings were not ignored or avoided. Management intervention to help employees to solve their personal and official problems will boost their morale, resulting in a higher standard of service.

KATHERINE T.SMITH [2010] indicated that work-life balance is important to a person's quality of work, job performance, ethical decision-making, and long-term job satisfaction.

LATHA.G and PANCHANATHAM.N [2010] has identified the various stressors prevailing among the call center employees. The impact of job satisfaction, feedback, working conditions, workload, and work-family balance are creating stress among the employees in BPO. The study found that employees face

a high level of stress due to a heavy workload (82%), workplace politics (34%), lack of promotion opportunities (63%) and lack of job security (34%). Some strategies for coping with stress are also suggested.

MARIA DEL PILAR GONZALEZ, [2010] focused on stress perception, stressful situations, and stress management strategies in studies of Swedish and Peruvian students from a teacher-training programme. The research design that is applied for this purpose is comparative. The sample includes Swedish and Peruvian second-year students and administrative staff from a teacher-training programme. The research instruments are questionnaires and interviews. The main findings of this study indicate that in spite of the cultural differences, both groups of students present as many similarities as differences. On the one hand, Swedish and Peruvian students manifest a particular profile in the way they perceive the concept of stress, experience specific stress effects in studies, and manage stressful academic situations. On the other hand, both groups present some similarities considering specific stressful situations in studies; their perception of stress as negative in their academic performance, emotional state and health; their variable competence to manage stress in studies; and their desire for having a course on stress management.

MANOHAR KAPSE, ANWADHA PATHAK and SHILPA SHARMA [2010] studied how occupational stress affects home environment among women employees. This study found that occupational stress may have an impact in home and family environment. The number of urban espoused women entering the formal workforce is accelerating and so the amount of work stress both at home and at workplace greatly affect their family and home environment.

OKEREKE and DANIEL [2010] examined staff welfare and organization's productivity, using Patani Local Government Council in Delta State, Nigeria as a reference. The working environment was poor, in terms of office accommodation and furniture, the paucity of working materials, scarcely available monetary incentives and unreliable health and safety facilities, which altogether reduced the morale (job satisfaction) and efficiency in job performance. The authors recommended pragmatic efforts to enhance employee 's job capabilities through training; to improve the working conditions of the employees and their general welfare in order to elicit job satisfaction and motivation for increased productivity.

Dr.PARUL RISHI [2008] conducted the study relating to stress auditing of forest officers and field forest staff involved in different working divisions of Madhya Pradesh Forest department with the objective of promoting a more conducive atmosphere for forest management with the association of healthy and dedicated forest personnel. The salient findings of the study were overall, both forest officers and field staff were experiencing the stress of varying nature and degrees. Forest officers were experiencing more stress because of the group and political pressures, work pressures, Motivational problems, and resource limitations. However, personal and family stressors were not varying crucial for them. Field staffs were experiencing more stress because of resource limitations, motivational problems, group and political pressures and personally family stressors respectively. However, the least important stressor was work pressure and departmental pressure. He asserted that the study has implications for HRD section of forest department for providing their personnel, adequate opportunity for training in stress management and other developmental opportunities. They should also take care of different types of stressors existing at different levels of the forestry sector so that a conducive working atmosphere for forest management could be generated along with an association of healthy and dedicated forest personnel.

GUPTA [2008] reported that stress was caused among BPO employees on account of pressure in dealing with their clients day and night. Due to this, the BPO employees did not have time to balance their professional and personal lives.

HENRY and EVANS [2008] conducted a study on occupational stress among the employees working in public sector organizations in Botswana. The study found that the stress at work affected the employees in many ways leading to poor quality of work life. It was further inferred that stress is the main motive for employee turnover and also suggested that management should develop appropriate measures to minimize occupational stress and to cut employees turnover.

KATHERINE M.RICHARDSON, [2008] provides an empirical review of stress management interventions, employing meta-analysis procedures. A total of 36 studies were included, which represented 55 stress interventions. The average length of intervention was 7.4 weeks. The overall effect across the studies was 526, which is equivalent to a medium or large effect, indicating that, in general, stress interventions are effective, though the predominant outcome measures targeted psychological outcomes rather than performance or physiological outcomes. The results also revealed that relaxation interventions were the most frequent type of intervention. Further, there were few stress interventions focused at the

organizational level. More specific results also indicated that cognitive-behavioral interventions produced larger effects than other types of interventions.

MOSTERT.F.F., ROTHMANN.S., MOSTRT., and NELL.K.Mostert, [2008] determined the occupational stressors for support staff at a higher educational institution in North West Province. The study investigated the relationship between occupational stress and organizational outcomes. Result demonstrated an average level of occupational stress with increased organizational outcomes.

NAGESH.P, MURTHY, and NARASIMHA.S [2008] in their study have identified that six factors contribute to workplace stress like demands of the job, control over work, lack of support from colleagues and management., lack of clarity of role, and organizational change.

RAJIB LOCHAN DHAR and MANJU BHAGAT [2008] found that the respondents accepted that they experienced quite an amount of stress due to their nature of work. Many of the stressors, identified by employees, seemed to be typically associated with the nature and type of their work. It was found that stress was mainly associated with the work environment factor. This study highlights the importance of workplace support provided by the superiors and colleagues in order to reduce the stress and developing a healthy work environment.

SUI and SAABA RIRVI [2008] explored the stress and mental health among call center employees. For this purpose, 100 samples were selected from domestic and International call centers. The study revealed that international call center employees have more work stress as compared to the domestic one. This is due to heavy workload, long time for social interaction and the strain for completion of work within a given period of time. The work culture is more strict and systematic as compared to the domestic one. The study also identified that neither men nor women from International call center show a significant difference. This is due to the fact that the nature of work is similar and working condition and deadlines are the same for both male and female employees in International call centers.

SHAHU and GOLE [2008] in their article took a sample of 100 employees and found that higher stress level is related to lower performance and too much stress has a negative influence on performance.

SUJATHA MELACHERUV [2008] in her article titled "A study on Home related pressures of working women" states that woman as a part of the workforce is gaining recognition and choosing challenging careers. As a result, they face a variety of pressures at home as well as a workplace.

THAVANNOOR and RAJAGOPAL [2008] identified that the factors of work-life imbalance of IT professionals in Bangalore city revealed that there was less time for self and family, work delegating difficulty, work for more than 55 hours per week and weekend work was found to contribute to the work-life imbalance of the employees.

ANITHA DEVIA [2008]¹³⁷in her study on occupational stress: A Comparative Study of Worker in different Occupations' describes identifying the degree of life stress and role stress experienced by professional women. It also studies the effect of life stress and role stress on various demographic variables like age, experience, and income. For the purpose of the study, 180 women professionals (six different occupations) were chosen. It was found that science and technology professionals and doctors experienced significantly greater life stress and role stress.

ARUN BHATIA and RASHMI BHATIA [2008] in their study, they observed that stressors can be divided into three broad categories like that frustrations, conflicts, and pressures. These factors arise in the workplace is very often. So, that affects the employees both physical and mental. This article found out that many signs and symptoms. The main coping strategies are yoga and meditation. The optimal setting for meditation was a quiet, clean peace; yoga helps you create dynamic peacefulness within yourself. Stress can be positive as well negative. It can be positive it will give positive results. If taken in a negative way, employee faces many problems both internal as well as external. In workplace stress affected two aspects. First one is the employee's health and the organization's profit.

BETTE PRALLE, et.al. [2007] examined teacher's perception of their own ability to handle challenging parent behavior and to establish positive relationships as a possible influence on the quality of teacher-parent relationships. Using a canonical correlation method, we found that unsatisfied parents overprotective parents, neglectful parents and excessively worried parents have the largest impact on teacher stress. Teachers, who experience stress from challenging parent behavior, suffer most from negative feelings toward parents, frustration on working with parents, loss of satisfaction with teaching and to a lesser extent health problem. The data for this research was collected in February and March 2007, amongst 212 elementary school teachers in the middle and middle-east region and urban agglomeration of Western-Holland, the Netherlands. The main aim of this research project is to identify at-risk teachers. So that interventions, both in initial teacher training as well as in-service training can be applied to help them develop adequate attitudes and coping skills.

DEEPAKRRUP [2007] in his article stated that there is no safety for women employees in BPOs. The safety measures have not been implemented effectively in BPOs for women employees.

ELS CLAYS, FRANCOISE LEYNEN DIRK DE BACQUER, MARCEL KORNTITZER, FRANCE KITTEL, ROBERT KARASEK and GUY DE BACKERE [2007] The aim of their study was to assess whether job strain is associated with 24-hour ambulatory blood pressure measurements within a subsample of the Belgian Job Stress project (BELSTRESS) population. A group of 89 middle-aged male and female workers perceiving high job strain and an equally large group of workers perceiving no high job strain wore an ambulatory blood pressure monitor for 24 hours on a regular working day. The study concluded that high job strain was an important independent risk factor for higher ambulatory blood pressure at work, at home, and during sleep in a group of men and women.

GUNAVATHY and SUGANYA [2007] in their study among married women employees of BPO companies traced the causes, consequences of work-life imbalance and interventions for work-life balance. More than two-thirds of the respondents stated that the experienced work-life imbalance primarily on account of work interference with personal life. The causes of work-life imbalance were classified as personal and organizational factors. The personal factors included a lack of family support, marital conflicts and frequent change in sleeping patterns. The organizational factors included work-related factors, time-related factors, and relationship-related factors. According to the study, the three main consequences of work-life imbalance were stress and burnout, ill-health and poor work performance. The respondents also experienced the guilt of not being able to spend time with family anxiety about poor performance, discharge of negative emotions on family members and on co-workers.

JOHN J. DE NOBILE and JOHN MCCORMICK, [2007] pointed out that numerous studies have established that teaching can be a stressful profession. Teacher occupational stress has been linked to absenteeism, turnover, productivity, and other negative organizational outcomes. The 'stressfulness' of schools, however, cannot be fully understood without the input of non-teaching staff and there is a lack of research involving them. This study reports relationships between biographical variables and occupational stress of staff members in Catholic primary schools. The sample consisted of 356 staff members of Catholic primary schools in New South Wales Australia. Data were collected using a questionnaire survey. Multivariate analysis and comparison of means were employed to test research hypotheses. Biographical differences, particularly age, sex, and position, were related to several aspects of occupational stress. The results are discussed in terms of implications for schools and future research.

PALLAVI [2007] observed that the problem of the young employees in BPO was that the majority of the respondents were experiencing stress due to interpersonal relations at the workplace.

RAVICHANDRAN and RAJENDRAN [2007] conducted a study to find out the occupational stress among secondary school teachers in Chennai city India. The study was conducted on 200 higher secondary teachers randomly drawn from Government, aided and private schools age ranged 20-55 years and their experience ranged from 1-25 years. The study conducted that female teacher experience more stress than male teachers due to job overload.

T LYDIA NATHAN and TOLOSEST (2007)¹⁴⁶ implemented that many strategies are adopted to cope with their stress level. This article focused on a few strategies which may be adopted by organizations to prevent, minimize and overcome the stress. The strategies like that assessing the level of stress, counseling the employees, and to create family-friendly and work-life initiatives, to the withdrawal of temporary strategies, to prepare wellness program and create a conducive work environment, employees involved the decision making process etc, We had to follow the above things in order to minimize and overcome the stress. Many approaches are available to manage work-related stress. The famous proverb is that "prevention is better than cure". So, the management had to be proactive in dealing with stressful situations.

VEVIN SANLIER and FATMA ARPAIS [2007] bring out the relationship between stress and working status among working and non-working women. Data were gathered among 540 women. It has been determined that the total stress of working women is higher compared to non-working women and that there is a significant difference between a woman's working status and stress. Working women have a higher level of stress than non-working women. The results suggest that increased stress was associated with working status.

CONCLUSION

In this article, deals with reviews and concepts in the occupational stress of the women teachers. This article contains 47(2007-17) reviews from various research articles. It helps to frame the objectives, research

questions and knows the research gap between the past and the present study. After the collection of review of literature, the researcher clearly know, the previous studies only focus on BPO concern, IT companies, School level teachers and home level stress of the women. The researcher found that, a very few studies about the women collegiate teachers. So, the researcher made to attempt to research on occupational stress of the women collegiate teachers and their handling techniques etc.,

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