

## A Systematic Literature Review of Work Stress

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### ABSTRACT

*Purpose-* The purpose of this paper was to review Work stress literature and its various definitions, demographics, methodologies and industries/ research unit.

*Design/methodology/approach-* The paper contains different definitions of work stress stated by different authors or researchers of different countries. A total of 203 papers have been reviewed from the year 1993 to 2017. These research papers have been classified into year of publication, demography profile of authors, country of research, research methodology and type of research/ research unit.

*Findings-* It was observed that the work stress not only affects the physical and psychological state but also had an adverse impact on family and social life of employees. The findings also reveal some of the major work stressors and the coping strategies to reduce the stress. This paper also helps to understand the conceptual knowledge of work stress, its causes and consequences in the workplace.

*Practical implications-* Stress management workshops can be conducted in different organization on regular basis which can educate workers about the source of stress and its harmful consequences on their health and how they can reduce stress effectively. A list of coping strategies has been mention in the paper to cope with the stress.

*Originality/value –* This paper reviews total 203 research papers. Further the paper is classified on the basis year, author profile, research methodology and type of industry.

**Keywords:** Work stress, stress, coping strategies, work stressors.

### INTRODUCTION:

Hans Seyle known as “father of modern stress” coined the term “stress”. The word stress has come from the Latin word “stringere” which means to “draw tight”. Hans Seyle in 1936 defined stress as, “a syndrome produced by diverse nocuous agents”. He described stress as a non-specific response of the body to “noxious stimuli”. According to Lazarus, (1976), “Stress occurs when there are demands on the person, which taxes or exceeds his adjustive resources.”

Richard Carlson defines stress as “Stress is nothing more than a socially acceptable form of mental illness”. We are currently living in stressful times holding down two or more jobs, building and trying to hold up unreasonable performance parameters which all result in higher stress levels. Work stress can be referred as a strain, depression, fretfulness, anxiety, angst etc one’s faces in his workplace when he is overloaded with copious demands and expectations which he/she has to complete within a limited time-frame. Work stress is also termed as “job stress” or “occupational stress”.

Therefore this paper has attempted to analyze the status of work stress in different countries and different sectors or unit by reviewing 203 research journal published from 1993 to 2017. The study includes the different meaning of work stress and its impact on physical and mental state of employees of different industries/ research unit.

**Various definition of Stress and Work stress:**

To have a better understanding about the work stress, various definitions of stress and work stress has been compiled by different authors from year 1993 to 2017 (below in the Table I).

**Table I: Various definition of stress and work stress.**

Sl. No.	Author(s)	Stress definitions
1.	Jit, S. Chandan, (1995)	Stress is a state of mind which reflects certain biochemical reactions in the human body and is projected by a sense of anxiety, tension and depression and is caused by such demands by the environmental forces or internal factors that cannot be met by the resources available to the person
2.	Levi (1996)	Stress is cost by a multitude of demands (stressors) such an inadequate fit between what we need and what we capable of, and what our environment offers and what it demands of us.
5.	Bernik (1997)	Stress designates the aggression itself leading to discomfort, or the consequences of it. It is our organism’s response to a challenge, be it right or wrong.
8.	Kristensen et al, (1998)	Stress is an individual, arousal, psychophysiology, and subjective state, characterized by a combination of high arousal and displeasure.
9.	The Health and Safety Executive (1999)	Stress is the reaction that people have to excessive pressures or other types of demand placed upon them.
11.	Moorhead, G., & Griffin, R. W. (2001)	Stress is caused by a stimulus, that the stimulus can be either physical or psychological, and that the individual responds to the stimulus in some way
12.	Leka, et al., (2004)	People may feel stressed when their resources in the form of their comprehension and capabilities about the situation are found to be inadequate to cope with the hassles and difficulties in environment.
14.	Siegrist J, Rodel A., (2006)	Stress as a latent construct that indicates a state of elevated activation of the autonomic nervous system with coordinated manifestations at the affective, cognitive, and behavioral levels.
15.	Stephen P. Robbins et al (2007)	A dynamic condition in which an individual is confronted with an opportunity, constraint or demand related to what he/she desires and for which the outcome is perceived to be both uncertain and important
16.	R. Abualrub et al., (2008)	Stress is the key component and has positive significant correlation with high turnover and turnover intentions, absenteeism and costs substantial health problems.
<b>Work stress definitions</b>		
18.	Comish R. & Swindle B. (1994)	Occupational stress, in particular, is the inability to cope with pressures in a job, because of a poor fit between someone’s abilities and his/her work requirements and conditions. It is a mental and physical condition which affect an individual’s productivity, effectiveness, personal health and quality of work
19.	European Commission, DG, guidance on work–related stress (1999)	Work stress is ‘the emotional, cognitive, behavioral and physiological reaction to aversive and noxious aspects of work, work environments and work organizations. It is a state characterized by high levels of arousal and distress often by feelings of not coping’.
20.	European Commission, Directorate- General for Employment and Social Affairs (2000)	Job stress refers to the emotional, cognitive, behavioral and physiological reaction to aversive and noxious aspects of work, work environments and work organisations. It is a state characterized by high levels of arousal and distress and often by feelings of not coping.
22.	Dollar et al., (2001)	Work stress is transitional arousal state between objective stressors and strain where strain is reaction to the condition of stress.
23.	Malta, (2004)	Occupational stress is any discomfort which is felt and perceived at a personal level and triggered by instances, events or situations that are too intense and frequent in nature so as to exceed a person’s coping capabilities and resources to handle them adequately.

Sl. No.	Author(s)	Stress definitions
24.	Holmlund-Rytkönen, M., & Strandvik, T. (2005)	It's as an inability of an individual to meet the demands from job due to the imbalance in the 'person-environment' perceptions. It is the situation where individuals' job performance, both physical and mental health, is affected poorly
26.	P. Anna Raja and Nima M Joseph., (2007)	Work stress means "the harmful physical and emotional responses that occur when the requirements of a job do not match the capabilities, resources or needs of the worker".
27.	Chen, J. C., & Silverthorne, C. (2008)	Labeled job stress as a work related psychological pressure and a worker's ability to respond and grip the specific situation at work place skillfully.
29.	Salami O. S. (2010)	Occupational stress can be defined as the experience of unpleasant negative emotions such as tension, anxiety, frustration, anger and depression resulting from aspects of work
30.	Yan, H., & Xie, S. (2016)	Work stress define as a series of physiological, psychological and behavioral responses due to the continuing effects of one or more stressors on individuals in an organization

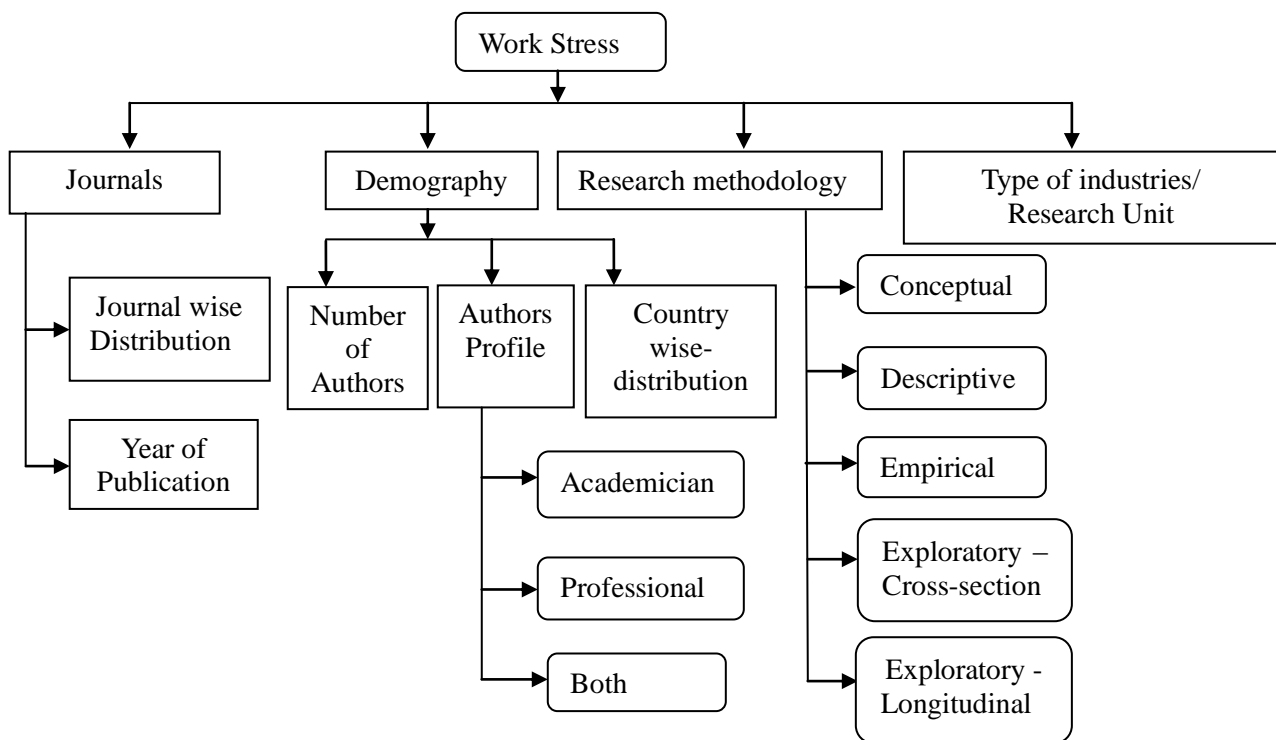
**METHODOLOGY:**

This paper consists of three phases which is adopted from Tranfield et al. (2003). In the first phase, journal and research article were gathered from Emerald, JSTOR, Science Direct, Scopus, Taylor and Francis, Elsevier and Google Scholar by using key words such as “stress”, “work stress”, “occupational stress”, “job stress” etc. All the papers were searched from January 1993 to April 2017.

At the second phase, the paper related to work stress were reviewed and classified on the basis of year of publication, demography profile of author, research methodology, type of industry or research unit (Dangayac and Deshmukh, 2001; Reosekar and Pohekar, 2014) ( in Figure I).

In the third and final phase, all the journal papers were categorize under four groups as journals, author profile, research methodology and type of industries/research unit in a tabular form (in table III). Later a detailed study was done to identify gaps, scope for future research, implications followed by key findings and conclusions.

**Figure1: Literature classification**



**RESULTS AND DISCUSSION:**

**Time distribution of Work Stress articles:**

Hans Seyle in 1936 brought the concept of stress. In 1976, he stated that stress is caused by physiological, psychological and environmental demands. According to the study the highest number of paper published is during the last 10 years. The study of work stress has gained the importance in both science and social science in recent years. A table below shows the number of paper published during 1993 to 2017 (April).

**Table II: Year wise distribution**

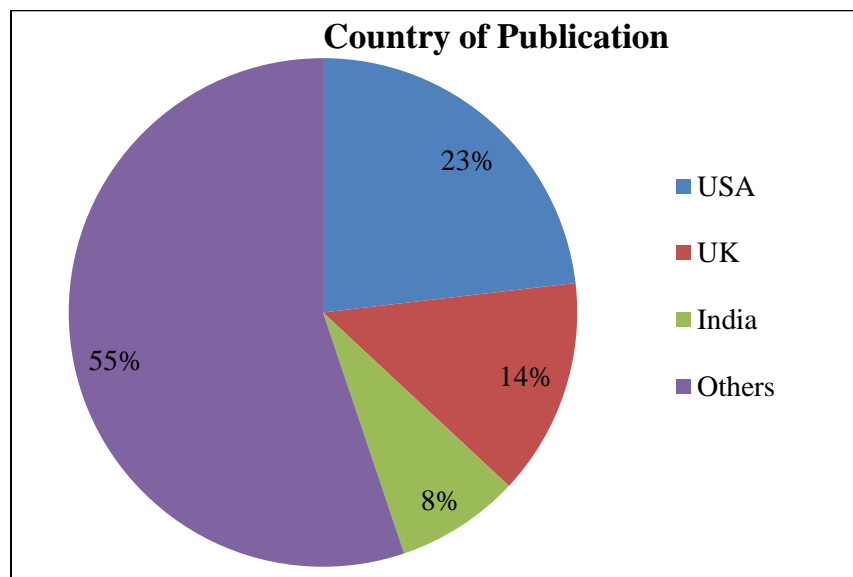
Year	No. of articles
1993-1997	33
1998-2002	34
2003-2007	46
2008-2012	42
2013-2017	48

**Distribution of publications across the different countries:**

The research on work stress is being carried out in different countries and through this study it can be said that around 35 countries has analyzed the impact of work stress on employees of different sector. Out of 203 papers, 159 are of multiple authors whereas 44 are of single authors. U.S.A has contributed highest number of papers followed by U.K and India.

Out of 203 articles, 166 articles (81 per cent) were contributed by academicians, 12articles (7 per cent) were contributed by professionals and 24 articles (12 per cent) were contributed by both academicians and professionals together (shown in Figure 4).

**Figure 2: Country-wise spread**



**ANALYSIS OF RESEARCH METHODOLOGY:**

In this review paper the journal were classified according to research methodology proposed by Reosekar and Pohekar (2014). There are total 203 papers out of which 166 are quantitative, 37 are qualitative. Further, out of 166 quantitative articles 120 are empirical papers. It means the most of the research is based on empirical studies followed by cross-sectional studies. Empirical research is actually based on experiments, survey or observations and then knowledge is derived from actual experience rather than from theory or belief whereas cross-sectional research refers to the study where data is collected from a representative subset at a specific or particular point of time. While there are only 37 qualitative articles in which 27 are descriptive and 10 are conceptual.

Figure 4: Background of authors

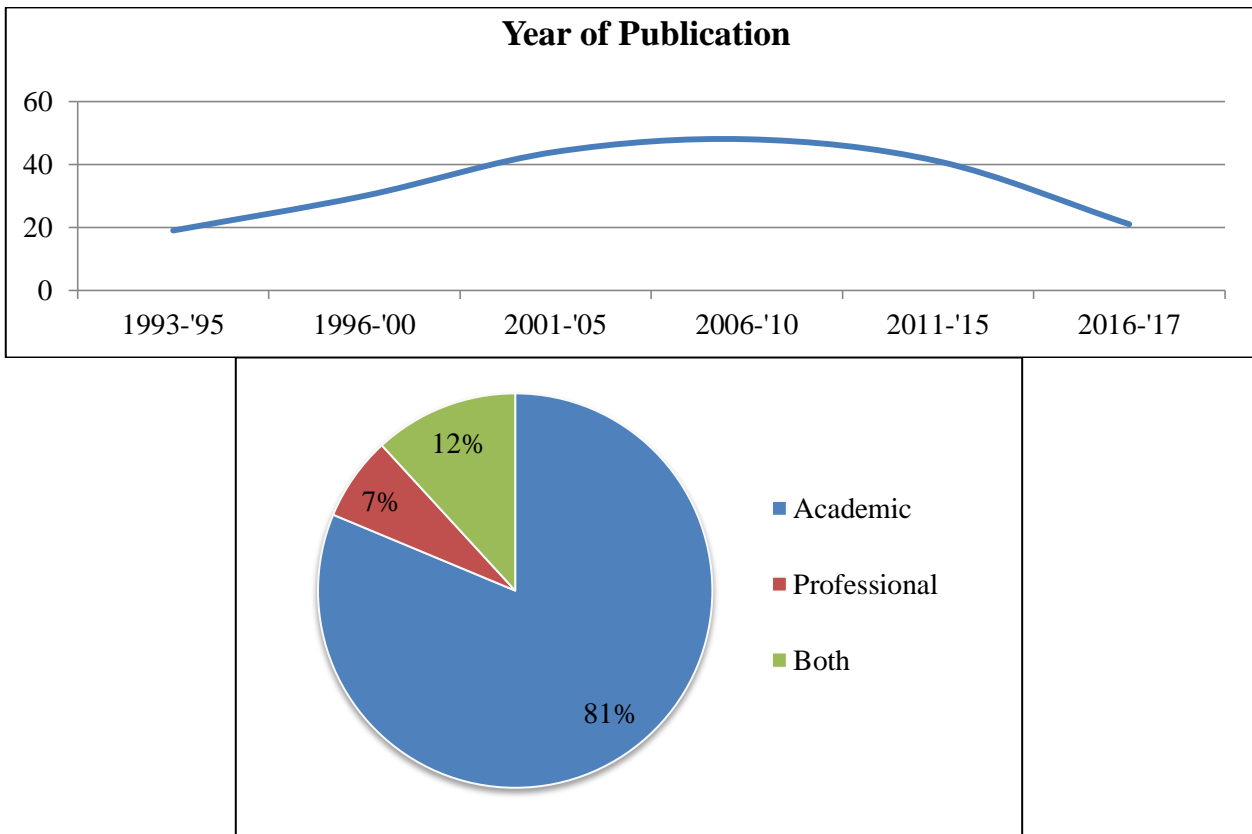


Figure 5: A schematic tree of research methodology used by authors

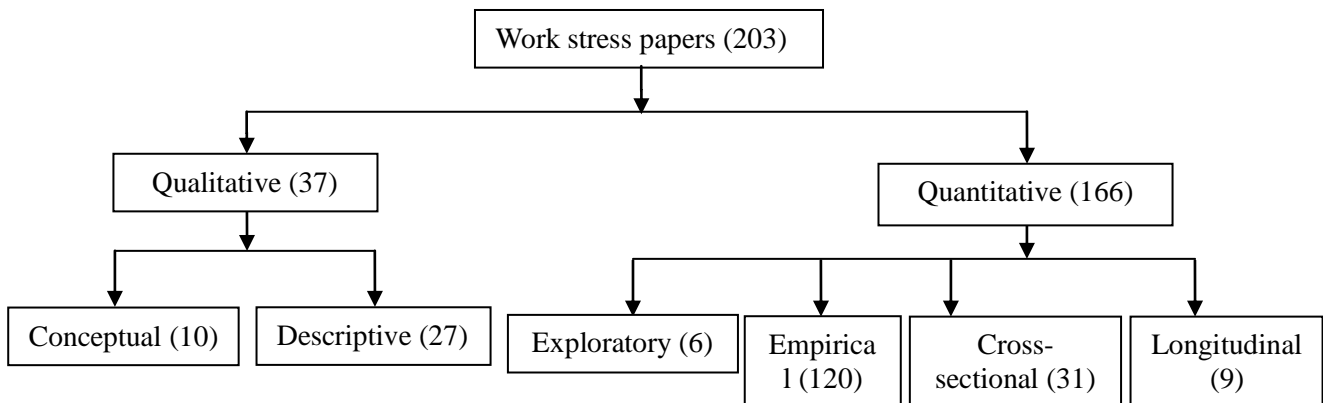


Table III: Work stress classification

S. no	Year	Authors	Author's Profile	Country	Methodology	Type of industry/ Research unit
1	1993	Wilson, S. M., et al.	Academic	USA	Empirical	Staff & faculty of university
2	1993	Burke, R. J.	Academic	Canada	Empirical	Canadian Physicians
3	1993	Shirom, A., et al.	Academic	Israel	Empirical	Teachers
4	1993	Reichel, A., et al	Academic	Israel; USA	Empirical	Israeli executives
5	1993	Fox, M. L., et al.	Academic	USA	Empirical	Nurses
6	1993	Gaziel, H. H.	Academic	Israel	Empirical	Teachers
7	1993	Bennett, P., et al.	Academic	UK	Empirical	Social workers
8	1993	Bennett, P., et al.	Academic	India	Empirical	Commercial & technical

S. no	Year	Authors	Author's Profile	Country	Methodology	Type of industry/ Research unit
9	1993	Smith, E., et al.	Academic	USA	Empirical	University faculty
10	1994	Fenlason, K. J., et al.	Academic	USA	Empirical	Professional Secretaries Association International
11	1995	Hurrell, J. J.	Academic	_	Descriptive	Police Officers
12	1995	Landsbergis, P. A., et al.	Academic	U.S.A	Empirical	Public health agency
13	1995	Bradley, J., et al.	Professional	England	Empirical	Social service employees
14	1995	Sager, J. K., et al.	Professional	U.S.A	Empirical	Sales people
15	1995	Doby, V. J., et al.	Academic	USA	Empirical	Staff accountants
16	1995	Xie, J. L., et al.	Academic	Canada	Empirical	Full time employees
17	1995	Beehr, T. A., et al.	Academic	USA	Empirical	Police officers and spouses
18	1995	RAHIM, M. A.	Academic	USA	Empirical	Entrepreneurs & managers
19	1995	Rahman, M., et al	Academic	USA	Empirical	Audit And Management Advisory Services (MAS)
20	1996	Manning, M. R., et al.	Academic	USA	Empirical	Health insurance & chemical manufacturing org
21	1996	Von Onciul, J.	Academic	Germany	Descriptive	_
22	1996	Boles, J. S., et al.	Academic	USA	Empirical	Marketing professionals
23	1996	Thorsen, E. J.	Professional	Canada	Empirical	University faculty
24	1996	Martin, J. K., et al.	Academic	USA	Cross Sectional	National employee survey
25	1996	Collings, J. A., et al.	Academic	UK	Empirical	Social workers
26	1996	Thompson, N., et al.	Academic	UK	Empirical	Social work staffs
27	1996	Al-Shammari, S. A., et al.	Both	Saudi Arabia	Empirical	Doctors
28	1997	LIOU, K. T.	Both	U.S.A	Empirical	AIDS service organization
29	1997	Chand, P., et al.	Academic	India	Empirical	Bank employees
30	1997	Roberts, J. A., et al.	Academic	U.S.A	Empirical	Industrial distributor
31	1997	Srivastava, A. K.	Academic	India	Descriptive	_
32	1997	Lynch, D. R.	Academic	USA	Empirical	Public defenders
33	1997	Furnham, A.	Academic	London(UK)	Empirical	Employees (Blue & white)
34	1998	Guglielmi, R. S., et al.	Academic	U.S.A	Conceptual	Teachers
35	1998	Grunberg, L., et al.	Academic	U.S.A	Empirical	Wood product industry
36	1998	DeFrank, R. S., et al.	Academic	U.S.A	Descriptive	_
37	1998	Chan, D. W.	Academic	Hong kong	Empirical	Teachers
38	1998	Barnes, L. L., et al.	Academic	USA	Empirical	University faculty
39	1998	Parkes, K. R.	Academic	UK	Descriptive	Offshore personnel
40	1999	Narayanan, L., et al.	Academic	U.S.A	Empirical	Clerical and sale workers, university professors

S. no	Year	Authors	Author's Profile	Country	Methodology	Type of industry/ Research unit
41	1999	Abel, M. H., et al.	Academic	USA	Empirical	Teachers
42	1999	Mino, Y., et al.	Academic	Japan; UK	Empirical	Machine production org
43	2000	Stephens, C., et al.	Academic	New Zealand	Empirical	Police officers
44	2000	He, X. X., et al.	Academic	China	Empirical	University faculty
45	2000	Shigemi, J., et al.	Academic	Japan	Longitudinal	Electronic company
46	2000	Nelson, D. L., et al.	Academic	USA	Descriptive	Executive women
47	2000	Folkman, S., et al.	Academic	USA	Descriptive	_
48	2000	Collins, S., et al.	Academic	UK	Empirical	Lecturers
49	2000	Glasby, J.	Academic	UK	Descriptive	
50	2001	Tennant, C.	Academic	Berkeley	Empirical	
51	2001	Roberts, N. A., et al.	Academic	Hongkong; germany	Cross Sectional	Police couples
52	2001	Tang, C. S. K., et al.	Academic	USA	Empirical	Chinese teachers
53	2001	Pittman, J. F., et al.	Academic	USA	Empirical	Married couples and graduate student
54	2001	Nordstrom, C. K., et al.	Academic	Spain	Empirical	Utility company
55	2001	Takkouche, B., et al.	Academic	UK	Empirical	Faculty and staff
56	2001	Storey, J., et al.	Academic	Australia	Empirical	Social worker
57	2001	Lewig, K. A., et al.	Academic	Australia	Descriptive	Australian newsprint media
58	2002	Vigoda, E.	Both	Israel	Empirical	Public and private company
59	2002	Spector, P. E.	Academic	USA	Descriptive	_
60	2002	Lait, J., et al.	Academic	Canada	Empirical	Senior administrators
61	2002	Bun, C. K.	Academic	Hong kong	Empirical	Life Insurance agents
62	2002	Burke, R. J.	Academic	Canada	Cross Sectional	Social service employees
63	2002	Michie, S.	Academic	UK	Descriptive	_
64	2002	De Croon, E. M., et al.	Academic	Netherland,	Empirical	Lorry drivers
65	2002	Jain, M., et al.	Academic	India	Exploratory	Doctors & engineers
66	2002	He, N., et al.	Both	USA	Empirical	Police officers
67	2002	Feskanich, D., et al.	Academic	USA	Empirical	Female nurses
68	2003	Shah, F. A.	Academic	India	Empirical	Bank employees
69	2003	Mishra, P. K., et al.	Both	India	Empirical	Air Traffic Controllers
70	2004	Kang, L. S., et al.	Academic	India	Empirical	Electronic industry
71	2004	Bovier, P. A., et al.	Academic	Switzerland	Cross Sectional	University students
72	2004	Goeders, N. E.	Academic	USA	Descriptive	_
73	2004	Dziegielewski, S. F., et al.	Academic	USA	Empirical	University students
74	2004	Coffey, M., et al.	Academic	UK	Empirical	Social work staffs
75	2004	Kunz-Ebrecht, S. R., et al.	Academic	UK; Germany	Empirical	White Hall II volunteer
76	2004	Tsutsumi, A., et al.	Both	Japan	Conceptual	_
77	2004	Dillenburger, K.	Academic	UK	Empirical	Social workers
78	2004	Harris, C., et al.	Academic	UK	Descriptive	_
79	2004	MacKay, C. J., et al.	Academic	UK	Descriptive	_
80	2004	Caulfield, N., et al.	Academic	Australia	Descriptive	_

S. no	Year	Authors	Author's Profile	Country	Methodology	Type of industry/ Research unit
81	2004	Chaudhry, A. Q.	Professional	Pakistan	Empirical	University faculty
82	2004	Daniels, K.	Academic	UK	Cross Sectional	Third European Survey of Working Conditions
83	2005	Chen, W. Q., et al.	Academic	China	Empirical	Oil installation workers
84	2005	Kang, L. S.	Academic	India	Empirical	Medical Representatives
85	2005	Suraj-Narayan, G.	Academic	South Africa	Empirical	Women managers
86	2005	Wallace, J. E.	Academic	Canada	Empirical	Lawyers
87	2005	Huxley, P., et al.	Academic	London(UK)	Empirical	Social workers
88	2005	Dahlgren, A., et al.	Academic	Sweden	Empirical	labour union office workers
89	2005	Kinman, G., et al.	Academic	UK	Empirical	Lay representative
90	2005	Harkness, A. M., et al.	Professional	Canada, UK	Empirical	Female clerical workers
91	2005	Johnson, S., et al.	Academic	UK	Conceptual	—
92	2005	Oginska-Bulik, N.	Both	Poland	Empirical	Human service employees
93	2005	Kouvonen, A., et al.	Both	Finland	Empirical	Municipalities and hospitals
94	2006	Wieclaw, J., et al.	Academic	Denmark	Empirical	Human service employees
95	2006	Kang, L. S., et al.	Both	India	Empirical	Electronic equipment and service organization
96	2006	Jamal, M., et al.	Professional	Canada	Empirical	Managers and nurses
97	2006	Srivastav, A. K.	Academic	India	Descriptive	—
98	2006	Härmä, M., et al.	Academic	Finland; Netherland	Descriptive	—
99	2006	Siegrist, J., et al.	Academic	Germany	Descriptive	—
100	2006	Härmä, M.	Both	Finland	Descriptive	—
101	2006	Semmer, N. K.	Academic	Switzerland	Descriptive	—
102	2006	Adriaenssens, L., et al.	Professional	Belgium	Conceptual	Academic staff
103	2006	Munce, S. E., et al.	Academic	Canada; USA	Cross Sectional	CCHS
104	2006	Moran, C. C., et al.	Academic	Australia	Empirical	Social work students
105	2006	Morash, M., et al.	Academic	USA	Empirical	Police officers
106	2007	Hunter, L. W., et al.	Academic	U.S.A	Empirical	Bank employees
107	2007	Liu, C., et al.	Both	U.S.A	Empirical	University employees
108	2007	Zeytinoglu, I. U., et al.	Academic	Canada	Empirical	Nurses( private hospital)
109	2007	Campolieti, M., et al.	Academic	Canada	Empirical	Physicians
110	2007	Clays, E., et al.	Academic	Belgium	Longitudinal	Public administration
111	2007	Edwards, J. A., et al.	Academic	UK	Longitudinal	Students, nurses, Colg staff
112	2007	Cox, T., et al.	Academic	UK	Descriptive	—
113	2007	Park, J.	Academic	Canada	Cross Sectional	CCHS
114	2008	Geok-choo, L., et al.	Academic	Hong kong, Japan	Empirical	Lawyers



S. no	Year	Authors	Author's Profile	Country	Methodology	Type of industry/ Research unit
115	2008	Collins, S.	Professional	UK	Descriptive	Social workers
116	2008	Virtanen, P., et al.	Academic	Finland; UK	Empirical	Physicians
117	2008	Sen, K.	Academic	India	Empirical	Teachers & Managers
118	2008	Robotham, D.	Academic	UK	Descriptive	Students
119	2008	Wang, J., et al.	Academic	Canada	Empirical	Canadian national mental health survey
120	2008	Kinman, G.	Academic	UK	Cross Sectional	Academic staff
121	2008	Richardson, K. M., et al.	Academic	New York	Conceptual	–
122	2008	Chandola, T., et al.	Academic	UK	Empirical	Civil Service employees
123	2008	Byrne, D. G., et al.	Academic	Australia	Descriptive	–
124	2009	McCarthy, C. J., et al.	Academic	USA	Empirical	Elementary school teachers
125	2009	Keegel, T., et al.	Academic	Australia; Canada	Empirical	Australia workers
126	2009	Saif-ur-Rehman, et al.	Academic	Islamabad	Empirical	Employees of WAPDA
127	2009	Luria, G., et al.	Academic	Israel	Empirical	IDF
128	2009	Olusoga, P., et al.	Academic	UK	Empirical	Sport coaches
129	2009	Pasupuleti, S., et al.	Academic	USA	Exploratory	Social service workers
130	2009	Zakerian, S. A., et al.	Academic	Malaysia	Empirical	University office workers
131	2009	Noblet, A. J., et al.	Academic	Australia	Empirical	Police officers
132	2010	Crothers, L. M., et al.	Academic	USA	Empirical	Teachers
133	2010	Thoits, P. A.	Academic	USA	Descriptive	–
134	2010	Higgins, C. A., et al.	Academic	UK	Empirical	Dual earner families
135	2010	Chandra, A., et al.	Academic	India	Exploratory	Managers
136	2010	Virtanen, M.	Academic	Finland	Descriptive	–
137	2010	Collins, S., et al.	Both	UK	Empirical	Social work students
138	2010	McLinton, S. S., et al.	Professional	Australia	Empirical	Japanese workers
139	2010	Siegrist, J., et al.	Academic	US; Germany	Empirical	Physicians (health care)
140	2010	Nema, G., et al.	Academic	India	Empirical	College teachers
141	2010	Sayeed, O. B., et al.	Both	India	Empirical	Air Traffic Controllers
142	2011	Kang, L. S., et al.	Academic	India	Empirical	Bank manager
143	2011	Abdulghani, H. M., et al.	Academic	Saudi Arabia	Cross Sectional	Medical Students
144	2011	Berset, M., et al.	Academic	Switzerland	Longitudinal	Swiss service provider
145	2011	Dahl, M. S.	Academic	Denmark	Empirical	Private sector firm
146	2011	Thielen, K., et al.	Both	Denmark	Longitudinal	Danish employees
147	2011	Knezevic, B., et al.	Academic	Croatia; UK	Cross Sectional	Health care workers
148	2011	Gray-Stanley, J. A., et al.	Academic	USA	Empirical	Direct care workers
149	2012	Pasca, R., et al.	Both	Canada	Empirical	Canadian employees
150	2012	Hall, J. C., et al.	Academic	USA	Exploratory	Black women
151	2012	Johnson, R. R.	Academic	USA	Longitudinal	Police officers

S. no	Year	Authors	Author's Profile	Country	Methodology	Type of industry/ Research unit
152	2012	Ipsen, C., et al.	Academic	Denmark	Conceptual	Consulting companies
153	2012	Smith, A. P., et al.	Academic	UK	Cross Sectional	Cardiff University
154	2012	Huss, E.	Academic	Israel	Conceptual	Social workers
155	2012	Wells, C. R., et al.	Academic	USA	Cross Sectional	Clerical Profession
156	2013	Julià, M., et al.	Academic	Spain	Empirical	Mutual Insurance Company
157	2013	Kath, L. M., et al.	Academic	USA; Germany	Cross Sectional	Nurse & managers
158	2013	Mackenzie, S. H., et al.	Professional	USA; Canada	Longitudinal	Tourism guide's
159	2013	Steinisch, M., et al.	Academic	Germany; Bangladesh	Cross Sectional	Ready-Made garment
160	2013	Lucas, T., et al.	Academic	USA	Empirical	Police officers
161	2013	Jain, A. K., et al.	Academic	Denmark; Uk	Empirical	Call centres
162	2014	Huss, E., et al.	Academic	Israel	Empirical	Health professionals
163	2014	Sznajder, K. K., et al.	Academic	USA; China	Cross Sectional	Chinese working women
164	2014	Steinisch, M., et al.	Academic	Germany, Bangladesh	Cross Sectional	Readymade garments
165	2014	Liu, S., et al.	Both	China; USA	Conceptual	Teachers
166	2014	Johnson, S. J., et al.	Academic	UK	Cross Sectional	Pharmacists
167	2014	Honda, A., et al.	Academic	Japan	Cross Sectional	Japanese workers
168	2014	Kraan, K. O., et al.	Academic	Netherland	Cross Sectional	EWCS
169	2014	Avdija, A. S.	Academic	USA	Empirical	Law enforcement officers
170	2014	Lian, S. Y., et al.	Academic	Malaysia	Conceptual	Working females
171	2015	Fiori, M., et al.	Academic	Switzerland	Longitudinal	SFSO
172	2015	Van Laethem, M., et al.	Academic	Netherland, Sweden	Longitudinal	Dutch employees
173	2015	d'Ettorre, G., et al.	Academic	Italy	Empirical	Doctors and nurses
174	2015	González-Quintanilla, et al	Both	Spain	Cross Sectional	Migrane patients
175	2015	Wang, S. M., et al.	Professional	Taiwan, USA	Cross Sectional	Psychiatric nurses
176	2015	Smyth, E., et al.	Professional	UK, Ireland	Empirical	Disability support staff
177	2015	Ronchetti, M., et al.	Academic	Italy	Conceptual	—
178	2015	Sailaxmi, G., et al.	Both	India	Empirical	Nurses
179	2015	Yang, S., et al.	Professional	Australia; Singapore	Cross Sectional	Healthcare professionals
180	2015	Ma, C. C., et al.	Professional	USA	Cross Sectional	Police officers
181	2015	Ninaus, K., et al.	Both	Austria; Hong Kong	Exploratory	Journalism industry
182	2015	Li, J., et al.	Both	Germany; China	Descriptive	—
183	2016	Huet, V., et al.	Academic	UK	Exploratory	Staffs in health care

S. no	Year	Authors	Author's Profile	Country	Methodology	Type of industry/ Research unit
184	2016	Li, J., et al.	Academic	Germany; China	Cross Sectional	Chinese working women
185	2016	Zandara, M., et al.	Both	Spain	Empirical	Spanish nationality
186	2016	Peter, R., et al.	Both	Germany	Empirical	(IEB)
187	2016	Damaske, S., et al.	Academic	USA	Empirical	Participants of Metropolitan
188	2016	Marcatto, F., et al.	Academic	Italy	Empirical	Public workers
189	2016	Lai, G. J., et al.	Academic	Taiwan	Empirical	College students
190	2016	Boyle, T. A., et al.	Both	Canada;UK; USA	Empirical	Pharmacists
191	2016	Hoshino, A., et al.	Academic	Japan	Cross Sectional	Paid workers
192	2016	Alosaimi, F. D., et al.	Academic	Saudi Arabia	Cross Sectional	Hospital employees
193	2016	Yan, H., & Xie, S.	Academic	China	Empirical	Shares company (auditors)
194	2016	Gharibi, V., et al.	Both	Iran	Cross Sectional	Iranian workers
195	2016	Tsuno, K., et al.	Academic	Japan	Cross Sectional	Japanese workers
196	2016	Stanley, S., et al.	Academic	UK; India	Cross Sectional	Social work students
197	2016	Wiegel, C., et al.	Academic	Germany	Empirical	University faculty
198	2016	Frone, M. R.	Academic	USA	Empirical	Civilian labour force
199	2017	Hoboubi, N., et al.	Academic	Iran	Cross Sectional	Petrochemical company
200	2017	Black, J. K., et al.	Academic	UK	Empirical	Manual mid-aged workers
201	2017	Antonopoulou, P., et al.	Academic	UK; USA	Empirical	Social workers
202	2017	Halkos, G., et	Academic	Greece	Empirical	Public and private sector
203	2017	Geronazzo-Alman, L.,	Academic	NY; USA	Cross Sectional	First responders

**LITERATURE REVIEW – GAPS AND AGENDA FOR FUTURE RESEARCH:**

- The group or research unit in the article had shown moderate level of work stress. The level of work stress may be different among the employees of different sector or units. Hence, a comparative study of the work stress among the employees of different sector (manufacturing sector, agro based sector, service sector etc) can be focused on as less study has been focused on these sectors.
- Similarly in any given society, the environment and experience of work differ from one type of organization to other. For example the public and private organizations appear to differ significantly in this regard. Thus it will be interesting and useful to undertake a comparative research study of work stress of employees working in government as well as in the private organizations.
- To reduce the stress the employees have been given more preference to techniques like spending time with family/friends, sleep, relaxation etc. But it is also obvious from the study that a majority of the employees are unaware of the importance and effectiveness of coping techniques. Therefore they lack systematic training in various relaxation techniques to reduce stress.
- There was hardly any longitudinal study where the level of stress among employees was measured and provided with any treatment or workshops/ training or other coping strategies to reduce stress and measuring again the level of stress among those particular set of employees. Therefore there is a scope of future research.

- So far there is only few experimental research studies conducted during the selected period therefore upcoming researchers may take this advantage for further research.
- In this globalization era the organizations and work environments/work culture keeps on changing constantly and also the causes of work stress also changes. Therefore, there is a need to incessantly and constantly observe the organizations and the work environments for causes of work stress along with other health risks.

**IMPLICATIONS:**

The study focused on the field of work stress providing the concept and basic understanding about the work stress through the literature review. The paper also provides the in-depth knowledge about the research conducted in work stress in different countries as well as different sectors in last 25 years. The study shows that though various work stressors and coping techniques have been identified but few sectors are working on it to make stress free environment. Future research can be focused on designing an organizational framework which should be in accord with the developmental aspects and should provide encouraging environment to the employees in turn reducing the stress. Research suggest that stress management workshops should be conducted on regular basis which can educate workers about the source of stress and its harmful consequences on their health and how they can reduce stress effectively. It should be backed by practical stress reduction techniques that workers can use on and off the job.

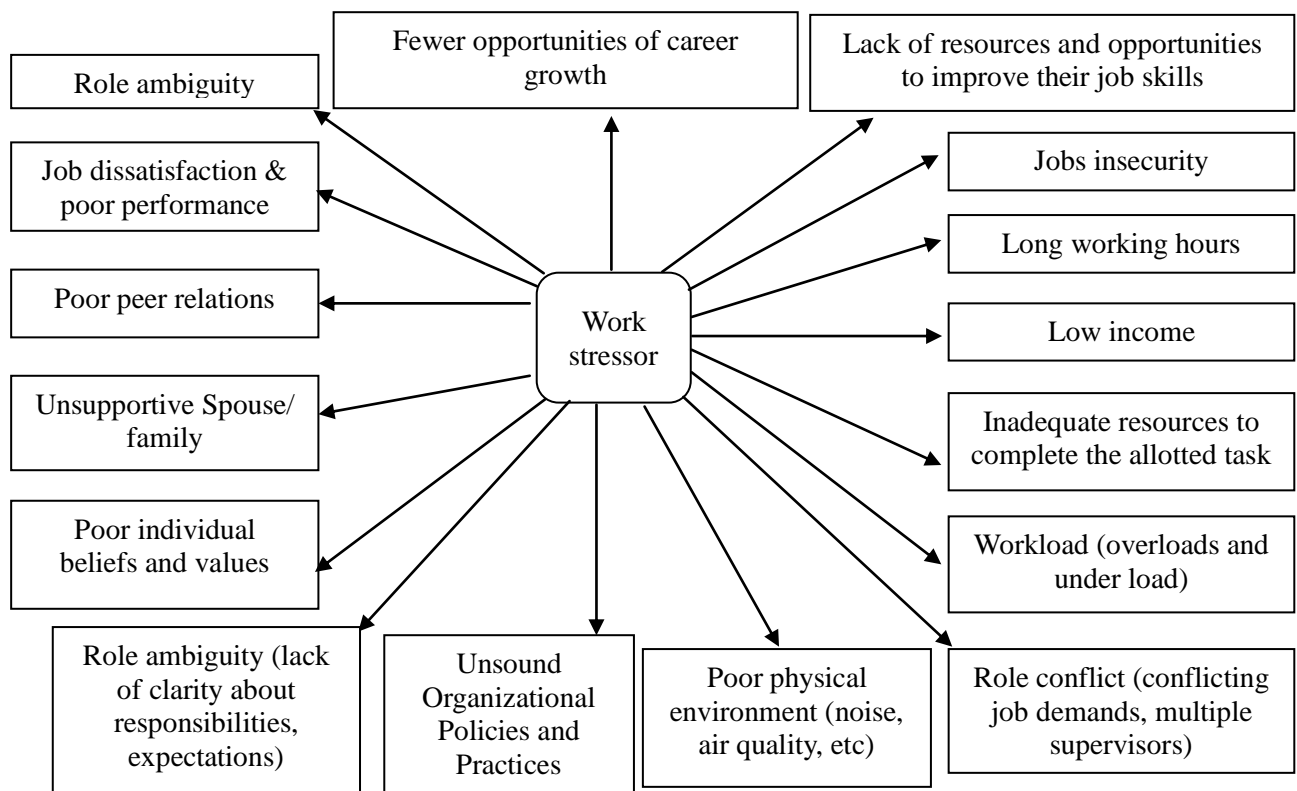
**LIMITATIONS:**

This review paper includes the research papers gathered from Emerald, JSTOR, Science Direct, Scopus, Taylor and Francis, Elsevier and Google Scholar. But there is probability that some paper may have been left out due to accessibility of the journals. The sources such as working papers, reports published by government and other firms, eBooks, conference proceedings and dissertations were not included.

**FINDINGS:**

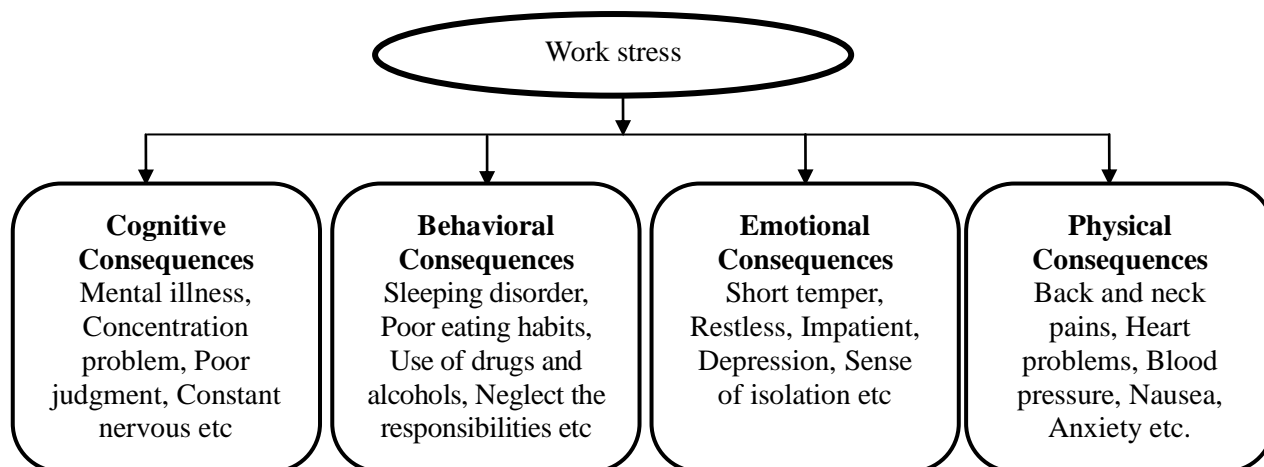
Some of the major work stressors are as follows:

**Figure 6: Major work stressors**



Below mentioned are the consequences of work stress

**Figure 7: Consequences of work stress**



**The below mentioned are the stress reduction strategies for coping up from stress:-**

- Recently mindfulness techniques are often included into other practices such as yoga or meditation. This helps in health benefits such as normalizing the blood pressure, treat heart disease, reduce chronic pain and improve sleeping habits. It also helps to build your ability to pay attention and increase concentration.
- A new therapy known as shock therapy device has been introduced by the NHS (The National Health Service) to deal with depression, stress and anxiety. In this a mild electric pulses is used to stimulate the brain instead of drug treatment.
- Vacations, recreational activities, sports should be provided to employees after specific intervals to avoid the sense of isolation, sleeping disorder etc.
- Stress Management Counselling is another technique to reduce stress where professional assistance and guidance is provided to trigger the personal and psychological problems.
- Restructuring the workplace.
- Establish work schedules that are compatible with demands and responsibilities of the job.
- Ensure job rotation to avoid repetitive and monotonous work.
- There should be a clear job descriptions and job promotion policy and paths.
- There should be a proper communication channel.
- Organization should conduct a stress management workshop on a regular basis.
- Restructuring the salary package.
- Organization should provide emotional support as well as support in fulfilling tasks and other assigned responsibilities.
- Training methods of the organization should be reformed and enhanced.
- Focusing on performance evaluation system which helps to identify the strength and weakness of employees and then providing training accordingly. It reduces the stress as well as helps in skill development to achieve the organizational goals.

**CONCLUSION:**

Following conclusions can be drawn from the review:

- Basic knowledge and understanding of work stress can be drawn from the descriptive and conceptual papers of the work stress. According to the study there are more empirical studies rather than exploratory and longitudinal studies. Besides, the majority of the articles are published by the academicians as compared to the professionals.
- A number of papers have been contributed by the different countries across the globe. U.S.A has contributed highest number of papers followed by U.K and India.
- India has published research paper based on both conceptual knowledge and practical problems in a continuous span-of-time which shows that researchers are aware about the work stress and its consequences but nothing much has been done to cope with it.

- Large number of study has been conducted on work stress but little is done to reduce it. It has been observed that proper copings mechanism and tools are not being used to reduce stress. These mechanisms can only be read in the papers.
- The studies shows that impact of work stress not only affect the physical and psychological state but also affect the employee's job performance and productivity.
- Work stress had an adverse impact on employee's health and they suffer from different disease such as coronary heart disease, blood pressure, depression, anxiety, nervousness etc.

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