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).

| 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. |

Work stress definitions

| Sl. No. | Author(s) | Work stress definitions |
|--------|-----------|-------------------------|
| 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. |
### Stress definitions

| 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.

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**Figure1: Literature classification**

![Flowchart showing the classification of work stress into journals, demography, research methodology, and type of industries/research unit.](attachment:flowchart.png)

- **Journals**: Journal wise Distribution, Year of Publication
- **Demography**: Number of Authors, Authors Profile, Country wise-distribution
- **Research methodology**: Conceptual, Descriptive, Empirical, Exploratory – Cross-section, Exploratory - Longitudinal
- **Type of industries/research unit**: Academician, Professional, Both
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).

| 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, 12 articles (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**

![Country-wise spread](image)

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

Year of Publication

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 sales workers,      |
|       |      |                          |                   |         |             | university professors             |

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| 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 | Hong Kong; 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 | Onginska-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 | Szajder, 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                        |
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](image)

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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