

## A STUDY ON THE IMPACT OF STRESS ON QUALITY OF WORK LIFE AMONG INFORMATION TECHNOLOGY EMPLOYEES

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### **ABSTRACT**

**Purpose:** This research aims to investigate how Stress affects people working in information technology's quality of work life. The study seeks to identify organizational causes of Stress (OCS) and personal causes of Stress (PCS) factors among Chennai's IT employees.

**Theoretical framework:** The various studies that different researchers have undertaken on the work performance of information technology employees are included in the study's theoretical framework. Organizational Causes of Stress (OCS), Personal Causes of Stress (PCS), and Fulfillment of Remedial Measures to Reduce Stress (FRMRS) on Quality of Work Life Dimensions are the factors employed in the study's framework.

**Design/ methodology/ approach:** The researcher selected primary and secondary data in this research article. The study's preliminary information was gathered using a standardized questionnaire given to IT employees. Internet, periodicals, and magazines are used to get secondary data. The research was a descriptive and Exploratory study based on a questionnaire Method. The study sample was selected using the convenience sampling method. 114 samples in total were obtained using the questionnaire. IBM SPSS Version 28.0 was used to evaluate the test data.

**Findings:** The study shows that the Majority (43%) of the respondents are neutral. The women employees have family problems. Every person who works should have a healthy work-life balance and be free of Stress. In the current world, the employee and the employer must cooperate to benefit from every aspect. Employees' personal requirements should be adequately considered and met for the successful operation of the business.

**Research, Practical & Social Implication:** Today, technology is the driving force behind practically every organization. Stress impacts an organization's dynamic environment and the problems that employees face in their quality of work life.

**Originality/value:** This study focuses on the impact of Stress on employees at particular IT companies' quality of work life. The result of this scholarly article state that the performances of the IT employees are moderate, which means the IT employees lack towards in their work performance. This study could help people recognize and address their stress-related issues.

**Keywords:** Human resource management, Information technology, Quality of work life, Stress, Work performance, IT Employees.

### **INTRODUCTION:**

Employee stress at work is a challenge management is experiencing that is difficult to ignore. Several studies have shown that the workplace is the leading cause of employee stress. Stress is mainly brought on by sudden shifts in the economy, job losses, and reduced income.

Although there are many causes of Stress, it is essential to remember that those under pressure often have trouble focusing at work, which increases the likelihood of accidents, absences, and a higher turnover rate. The conflict between our society and the outside world is known as Stress, which puts emotional and physical pressure on us **(Mitchell, J. T. 2020)**.

Due to the ongoing physical and mental Stress of their jobs, employees in the IT business are more likely to have a wide range of health issues. Stress may cause, maintain, or exacerbate diseases. Anxiety causes them to experience typical health issues. Today, stress management is more critical than ever in companies like IT. Here is no such thing as a stress free work, and everybody is motivated to feel strain and tension while they complete their assigned tasks into group **(Lange, B. C., Callinan, et al. 2019)**.

Stress is brought on by the rapid obsolescence of skills, job instability, uncertainty about future working circumstances, and the emergence of new working relationships due to globalization and privatization. One of India's industries with the quickest growth is the IT sector. India is one of the IT marketplaces in the Asia-Pacific region that has had the most significant development in recent years because of strong demand. Because they experience a higher amount of Stress than other employees, employers tend to favor hiring IT employees. Every profession has goals, and an employee experiences stress when assigned goals that are impossible to meet or when they cannot handle a specific scenario. Consequently, the primary purpose of this essay is to highlight the amount of Stress among IT Employees in Chennai.

### **WHAT IS STRESS?**

We are now under Stress. We work two or more jobs simultaneously. We are putting up with demanding tasks and a lot of work. Stress is a common component that people from every aspect of life must deal with **(Shahid et al., 2011)**. The primary cause of Stress in contemporary society is work, which is complex and constantly changing in a globalized economy. According to **Ratnawat and Jha (2014)**, As Stress is misunderstood and misunderstood everywhere, it often leads to preventable difficulties; thus, understanding it is essential before treating it. Over the years, Stress has been described in various ways around the globe. According to **Ratnawat and Jha (2014)**, Stress is defined as a "psychological and physical state that results when the individual's resources are not sufficient to cope with the demands and pressures of the situation" (Source). As a result, Stress may be described as a scenario in which a person encounters a difference between the current and intended state. The effects of occupational Stress on one's health, relationships, and finances. A substantial amount of worldwide research supports the relationship between workplace stress and work-life quality and their harmful effects on physical and mental health.

The Majority of IT employees experience significant levels of Stress as a result of their employment, and factors contributing to this Stress include long work hours, an inadequate incentive system, a lack of work security, job conflict etc. **(Esmaeilifar, R. 2021)**.

**STRESS MANAGEMENT IN WORKPLACE:** People under Stress are more prone to conceal it than take action. Ironically, suppose a company is ready to acknowledge Stress as a business risk. In that case, it's pretty easy to detect, manage, and reduce the risk since there are tried-and-

true frameworks and procedures. The difficulty is getting your organization to understand that Stress is a risk to the business and that developing coping mechanisms may help the organization in the long run.

### **REASON FOR STRESS AT THE WORKPLACE:**

- Low salary
- High workload
- Lack of chance for development and improvement
- idealistic work opportunity
- work safety
- Lack of contribution in management at workplace
- Work atmosphere.

### **Quality of Work Life:-**

The term "quality of work life" (QWL) refers to employees' satisfaction with their personal and professional requirements due to engaging in work activities and attaining organizational objectives. According to Louis and Smith's (1990) research, QWL is crucial for lowering staff turnover and improving employee well-being, which influence the services provided. The behavioral approach to management that resulted from the Hawthorne studies (1924–1933), carried out by El-ton Mayo and F.J. Roethlisberger, is where the idea of Quality Work Life (QWL) first gained traction. These studies served as a turning point in shifting the emphasis from productivity to the individuals behind it.

A good standard of quality work life is required for a business to continue attracting and retaining personnel. As of now, several researchers have offered various definitions of QWL. "Satisfying an employee's needs via the resources, activities, and outcomes that arise from involvement in the workplace" is the primary definition of QWL. **Rethinamand Ismail(2014)** QWL is a multi-dimensional construct comprising a variety of interrelated aspects, according to a study of several studies on its definitions and conceptions. **(Normala)** Suggests that, among other things, higher income, employment stability, improved incentive systems, growth opportunities, and participatory groups are the major QWL components. The extent to which people can meet their basic requirements while working for a company is called QWL

### **Reviews related to Stress management as component on Quality of Work Life (QWL)**

**Saraji & Dargahi (2006)** When the main factors influencing the quality of work life (QWL) of TUMS hospital employees were analyzed, it was discovered that inadequate stress management was a significant factor in the low level of QWL among hospital employees.

**Chirayath (2007)** researched how Stress affects workers' quality of life and productivity among airport employees. According to empirical data, the Majority of employees experienced occupational Stress, which in turn impacted their QWL.

**Ongori and Evans (2008)** researched the level of workplace stress experienced by employees in Botswana's public sector organizations. They discovered that Stress at work has various effects on employees, often resulting in low QWL in most firms.

**Shahzad et al. (2011)** studied customer service employees in Pakistan to determine the link between job stress and quality of work life (QWL), and it was shown to near is a unhelpful association among work stress levels plus QWL.

**Kumar (2012)** When the causes of the poor QWL of BPO employees were examined, it was shown that job stress brought on by overwork was a significant factor. This finding should be corrected to prevent employee turnover.

#### **REVIEW OF LITERATURE:**

**Babu, T. N., & Suhasini (2019)** Examined how talent management affected IT professionals' work happiness and Stress in Bangalore. Job stress and satisfaction were the dependent factors in a study of 300 respondents from different IT businesses in Bangalore. The independent variables were capacity organization, employment collection, education, growth, performance organization, and pay organization. Talent management has been demonstrated to improve job stress and satisfaction with work significantly.

**B.Prathyusha (2019)** Stated that occupational pressure amongst Indian IT professional impacted a variety of physical condition problems the workers experienced. It was discovered that Stress had a wide range of adverse effects on Indian IT workers' health, job performance, and happiness.

**Joseph, J et al (2019)** With a sample of 109 employees from diverse institutions, research was done on stress management techniques for workplace stress in educational institutions. After the initial evaluation, employees received a booklet on stress management techniques, and a follow-up test was administered after 21 days. Research demonstrates that physical and spiritual aspects of stress management were addressed.

**Edna Rabenu, Aharon Tziner, Gil Sharoni, (2017)** The study aims to comprehend the connection between conflict, work, and the job. Organizational citizenship and justice are on the opposing side. Positive results on OBC and work-family competition are found in the study. The primary issue between family and work and job-related Stress are both clarified by this study.

**Rochita Ganguly (2010)** researched to understand the connection between job satisfaction and quality of work life among University personnel. The study's findings show that University employees were not satisfied with their level of autonomy, the nature of their prospects for personal growth, the complexity of their job, their level of control over the task, or the level of top management assistance in their work. The study also demonstrates a favorable association between QWL and work satisfaction.

**Xavior Selvakumar & S. Lawrence Immanuel (2015)** In today's workplaces, job stress is a growing issue that not only affects people's professional lives but also significantly influences their personal lives. Stress is the strain or Stress that people experience in daily life. Stress at work and family life are particularly related. Therefore, it is advised that greater focus be placed on the roles and the assistance that they get in order to lessen stressful situations and increase job satisfaction.

**Charu M. (2013)** According to his research, "Effect of Occupational Stress on QWL: Among the Associates of the IT Industry," more Stress is correlated with lower quality of life at work for IT workers. He listed a few elements, including a fair pay structure, consistent role expectations, supervisory support, a pleasant work environment, job capability fit, role autonomy, and Stress, that directly impact the QWL. Rapid technology change be major stress source for IT sector employees.

**Abhinandan, N. (2021)** Stated the impact of work life on job satisfaction among Bangalore district bank employees. 440 bank workers gathered primary information from various commercial banks. According to a study, bank employees in the Bangalore area have a positive relationship between their work-life balance and general well-being. It is proposed that encouraging mentorship, yoga, workshops, daily walking, regular exercise, and other activities might be started to help employees deal with Stress.

**(Mukhlis, 2022)** The research aimed to examine how employees' worth of living and levels of workplace pressure compared, as well as the types of Stress that may have a good or negative impact on that quality of life. In this study, 88 University employees served as the samples. The study's findings The overall quality of life is connected with aspects of workplace stress such as working hours, anxiety at work, role conflict, work-life balance, and coworker support. Compared to those who worked for one to three years, those who worked for additional than five years had a more excellent life of quality. This study suggests that to minimize workplace stress among employees, specific actions or initiatives—such as counsel services, program for mindfulness meditation, and pressure management teaching—is required.

**(Ofili & Obiunu, 2023)** The quality of work life and organizational pressure were compared among university personnel in the Delta North Senatorial District in this study. The study's findings revealed that there is a strong link between administrative pressure and staff quality of life at universities, but that there is no significant moderating influence of sex on this relationship. Furthermore, there is a significant association between organizational pressure, self-efficacy, and staff quality of life in universities. The report offered the following suggestions for university administration in the Delta North Senatorial District: Take notice of the influence of organizational pressure on staff quality of life at work; ensure that such pressures are kept to a minimal minimum to provide workers with a sense of job satisfaction; plus ensure that the team has a generally better QWL

#### **OBJECTIVES OF THE STUDY:**

- Identify and under underlying dimension of the organization causes of Stress (OCS) and personal causes of stress (PCS) variables among IT Employees in Chennai city.
- To study the influence of personal profiles, Factors of Organizational Causes of Stress (OCS), personal causes of Stress (PCS), and Fulfillment of Remedial measures to reduce Stress (FRMRS) on the QWL Dimensions
- Determine level of importance on reducing stress levels in the Organisations.

**NEED OF THE STUDY:** One of the industries that investors in India most frequently choose is information technology. Its effects have been both favorable and unfavorable. Long work hours,

few vacation days, less time spent with family, having to fulfill deadlines quickly—these things have all come with it. One such difficulty, whether it be personal or professional, is Stress. There are two realities about Stress that cannot be denied. People become ill due to Stress at work, first and foremost. Second, stress management entails considerable expenses for any firm. They include the reduction in productivity and the loss of time. This strategy drastically raises employee absenteeism and turnover rates.

**RESEARCH METHODOLOGY:** The nature of the current study is exploratory and descriptive. The study's preliminary information was gathered using a standardized questionnaire given to IT employees at HCL, Accenture, Wipro, TCS, Tech Mahindra, and other companies in Chennai. Internet, periodicals, and magazines are used to get secondary data. HCL, Accenture, Wipro, TCS, and Tech Mahindra were the five organizations we considered for the study. In this study, convenience sampling was employed. 114 samples in total were obtained using the questionnaire. IBM SPSS Version 28.0 was used to evaluate the test data.

**DATA INTERPRETATION AND ANALYSIS**

**Demography profile**

**Table 1 Demography Profile of Information Technology Employees**

<b>MEASURABLE VARIABLE</b>	<b>ITEMS</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
<b>Age</b>	Between 20 to 30 years	20	17.5%
	Between 31 to 40 years	27	23.7%
	Between 41 to 50 Years	31	27.2%
	Above 51 years	36	31.6%
	<b>Total</b>	<b>114</b>	<b>100%</b>
<b>Marital status</b>	Unmarried	68	59.6%
	Married	46	40.4
	<b>Total</b>	<b>114</b>	<b>100%</b>
<b>Educational Qualification</b>	Diploma	19	16.7%
	Under Graduate	29	25.4%
	Post gradate	38	33.3%
	Professional course	28	24.6%
	<b>Total</b>	<b>114</b>	<b>100%</b>
<b>Income</b>	Below Rs 20000	38	33.3%
	Rs 20001 to 40000	25	21.9%
	Rs 40001 to 60000	27	23.7%
	Above 60001	24	21.1%
	<b>Total</b>	<b>114</b>	<b>100%</b>
	0-4 years	33	28.9%

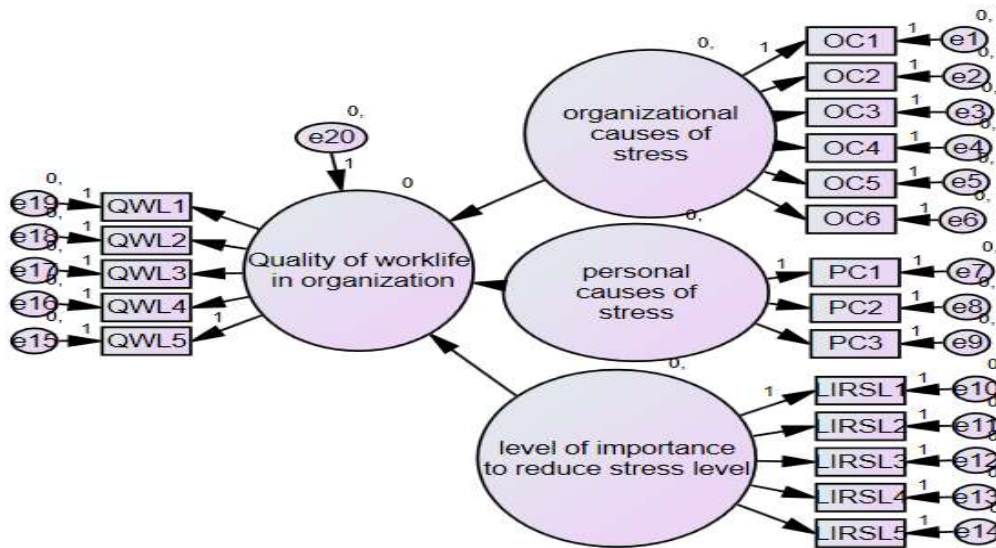
<b>No.of.Work Experience</b>	4-8 years	32	28.1%
	8-12 years	27	23.7%
	Above 12 years	22	19.3%
	<b>Total</b>	<b>114</b>	<b>100%</b>
<b>Nature of family</b>	Nuclear family	65	57.0%
	Joint family	49	43.0
	<b>Total</b>	<b>114</b>	<b>100%</b>
<b>Level of Employment</b>	Low Level	42	36.8%
	Middle Level	47	41.2%
	Higher Level	25	21.9%
	<b>Total</b>	<b>114</b>	<b>100%</b>

### Confirmatory Factor Analysis:

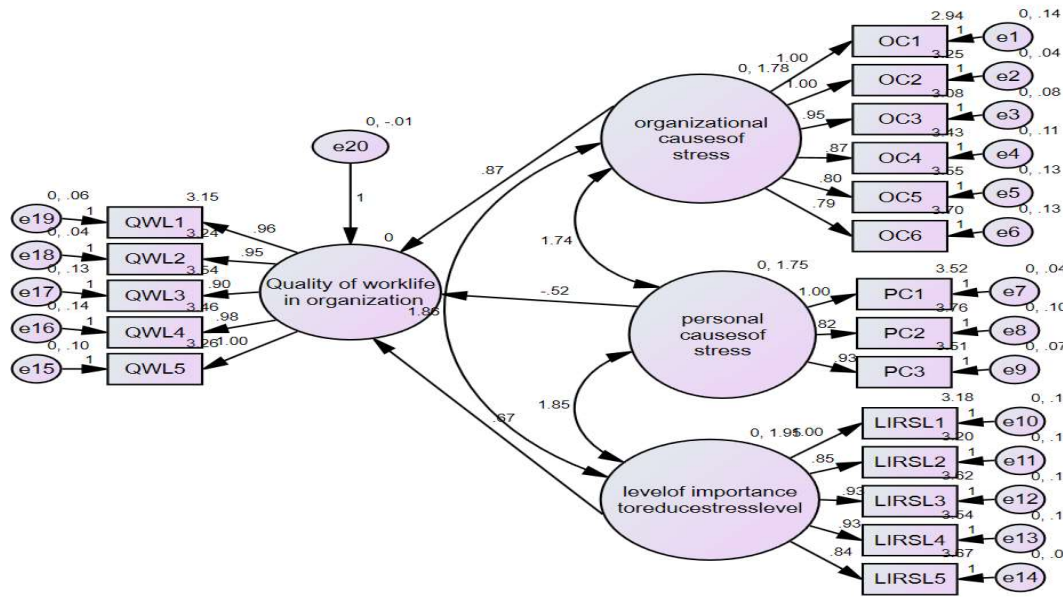
As the proposed one-factor solution, the model was specified with only one latent factor (QWL). The estimate model was maximum likelihood, using standardized coefficients.

To also test the theoretical foundation of QWL, we perform CFA with the Likert scale, strongly agree, agree, disagree, neutral, strongly disagree. We also tested a two-factor model and perform CFA by this structure. Figure1&2 explain every one the attempt model. Table: 2 shows the coefficients of the hypothesized relationship, the p values, the standard error, and 95% confidence intervals for tested models. Following estimate the models, the goodness of fit statistics be obtain, as described in the "Materials and Methods" section above. As can be seen in Table 3. The model showed a perfect fit with RMSEA range among 0.181 and 0.167. Also, CFI and TLI, which should preferably be above 0.95 (Hooper et al., 2008) remain under this value for all tested models.

### MODEL: 1



**DISCUSSION** The aim of the present study was to CFA to investigate the factorial. The EFA seemed to mainly favor a one-factor solution, which was shown to explain over 70% of the variance.



**MODEL: 2**

Confirmatory factor analysis was then performed using three different models: one-factor, two-factor, and Goodness-of-fit statistics were obtained for all models showed overall good fit, with RMSEA never going below less than 0.06 and CFI and TLI remaining relatively low, so the model was fit.

**Table: 2 All models’ standardized coefficients and associated data.**

Particulars	Item	Coefficient Model-1	Coefficient Model-2	Standard error Model-1	Standard error Model-2	p-value model-1	p-value model-2	95% CI Model-1	95% CI Model-2
organisational causes of stress(OC)	Job security(OC1)	0.73	0.75	0.02	0.02	<0.001	<0.001	0.76; 0.82	0.75; 0.84
	Excessive workload(OC2)	0.79	0.81	0.02	0.02	<0.001	<0.001	0.79; 0.85	0.79; 0.87
	Unsafe working environment(OC3)	0.9	0.91	0.02	0.02	<0.001	<0.001	0.90; 0.94	0.91; 0.94
	Lack of training and development(OC4)	0.73	0.75	0.01	0.02	<0.001	<0.001	0.76; 0.82	0.75; 0.84



	Lack of participation in Decision making(OC5)	0.71	0.72	0.01	0.02	<0.0001	<0.0001	0.73; 0.80	0.72; 0.81
	Lack of career development opportunities (OC6)	0.62	0.63	0.01	0.02	<0.0001	<0.0001	0.65; 0.73	0.63; 0.74
Personal Causes of Stress (PC)	Pressure to meet deadlines(PC 1)	0.9	0.91	0.01	0.02	<0.0001	<0.0001	0.93; 0.95	0.94; 0.94
	Feeling of Inequality(PC2)	0.62	0.64	0.03	0.02	<0.0001	<0.0001	0.81; 0.86	0.86; 0.90
	Lack of Time management(PC3)	0.73	0.74	0.01	0.01	<0.0001	<0.0001	0.72; 0.81	0.70; 0.78
level of importance to reduce the stress level in the organization (LIRSI)	Timely Reaction to the Grievance (LIRSI1)	0.83	0.84	0.02	0.02	<0.0001	<0.0001	0.79; 0.87	0.80; 0.89
	Ensuring Job security(LIRSI2)	0.69	0.7	0.01	0.02	<0.0001	<0.0001	0.65; 0.73	0.66; 0.75
	Providing a Healthy and safe working environment (LIRSI3)	0.84	0.85	0.01	0.02	<0.0001	<0.0001	0.89; 0.87	0.79; 0.89
	Providing fair and good salary/ compensation (LIRSI4)	0.6	0.61	0.02	0.03	<0.0001	<0.0001	0.65; 0.73	0.65; 0.74
	Flexible work timings(LIRSI4)	0.74	0.75	0.03	0.02	<0.0001	<0.0001	0.73; 0.79	0.72; 0.80

	Timely Reaction to Grievance (LIRSIS)	0.87	0.9	0.01	0.01	<0.001	<0.001	0.85; 0.89	0.86; 0.92
quality of work life in an organisation (QWL)	Job recognitions(QWL1)	0.91	0.92	0.02	0.01	<0.001	<0.001	0.93; 0.94	0.94; 0.96
	Resources are adequate (QWL2)	0.82	0.84	0.02	0.03	<0.001	<0.001	0.79; 0.85	0.79; 0.85
	Transport facilities are comfortable and convenient (QWL3)	0.84	0.86	0.03	0.02	<0.001	<0.001	0.810 .86	0.88; 0.89
	Innovation and creativity in encouraged(QWL4)	0.89	0.91	0.03	0.02	<0.001	<0.001	0.910 .94	0.95; 0.94
	Management Policies are flexible(QWL5)	0.97	0.98	0.03	0.02	<0.001	<0.001	0.910 .94	0.87; 0.92

**Table:3 Goodness-of-fit statistics for all models.**

Fit statistic	Suggested value	One factor model	Two-factor model
Chi2(df)	Greater than 0.01	0.075	0.081
P-value	Greater than 0.05	0.803	0.808
G.F.Index	Greater than 0.9	0.991	0.992
AGF Index	Greater than 0.9	0.995	0.999
CF Index	Greater than 0.9	0.993	0.994
RMSEA	Less than 0.06	<0.001	<0.001

Note:1. \* At a 5% level, this indicates significance

**MODEL: 1** The determined P-value is 0.803, more significant than 0.05, indicating a perfect fit, according to the preceding table. It is an excellent fit because the goodness of fit index (GFI) value (0.991) and adjusted goodness of fit index (AGFI) value (0.995) are both larger than 0.9. The determined comparative fit index (CFI) value (0.993) indicates a perfect match, and the root mean square error of approximation (RMSEA) value is less than 0.001, indicating that the model is a perfectly fit. Hence the null hypothesis is accepted.

**MODEL: 2** The determined P-value is 0.808, more significant than 0.05, indicating a perfect fit, according to the preceding table. It is an excellent fit because the goodness of fit index (GFI) value (0.992) and adjusted goodness of fit index (AGFI) value (0.999) are both larger than 0.9. The determined comparative fit index (CFI) value (0.993) indicates a perfect match, and the root mean square error of approximation (RMSEA) value is less than 0.001, indicating that the model is a perfect fit. Hence the null hypothesis is accepted.

As a result, the present study has strengths as well as weaknesses. The relative sample size of approximately 116 Employees made it possible to randomly divide the group into half so that both an exploratory and a CFA could be undertaken. As a result, most employees are facing Stress at the workplace. So the employees are faced with personal cause stress, Organisation cause Stress. If the Organisation provides a good QWL at the workplace, it reduces the stress level of employees. Based on the response, the Employees are affected by these causes in QWL. So the company can give importance to the employee to reduce Stress at the workplace.

**Significant factors toward Stress on quality of work life**

**Table: 4**

**“H03 There is no significant difference among the mean ranks of factors stress on the quality of work life**

**“Friedman test for significant difference among mean ranks of factors toward Stress on quality of work life**

<b>factors toward Stress on quality of work life</b>	<b>Mean Rank</b>	<b>Chi-square value</b>	<b>P-value</b>
organizational causes of Stress	4.00	323.422	0.001**
Personal Causes of Stress	3.03		
level of importance to reduce stress level	2.64		
quality of work life in Organisation	2.34		

**Note: 1. \*\*at a 1% level, this indicates significance**

The null hypothesis is rejected at 5% significance level since the p-value is less than 0.005. As a result, there is a considerable variation in the mean rank of gender when it comes to QWL among IT employees. Most of the Women employees feel they want better QWL in Organisation. The highest mean of the Friedman test was Organisational cause of Stress is the effect of Employees.

**FINDINGS:**

1. The Majority (27.2%) of the respondents are from the Age of Between 41 to 50 Years
2. The Majority (43%) of the respondents are neutral women employees who have family problems

3. Every person who works should have a healthy work-life balance and be free of Stress.
4. It is essential to prevent the causes of poor work-life balance and occupational Stress.
5. In the current world, the employee and the employer must cooperate to benefit from every aspect.
6. Employees' requirements should be adequately considered and met for the successful operation of the business.

### **CONCLUSION:**

The study's goal was to look at the impact of Stress on employees' quality of work life and performance. Additionally, it was shown that employee work performance, which influences organizational performance, is positively and strongly associated with employee stress on Quality Work Life. This implies that a company's sustainability and attrition may be effectively controlled if it has appropriate Quality Work Life policies and systems. A satisfied employee will have lower turnover, make wise judgments, and help the company achieve its objectives.

The human existence will inevitably involve Stress, which adds flavor to it. No matter how under pressure their jobs are, Stress is inevitable for every employee. The harmful effects of Stress are the only thing that can be prevented. Both beneficial and harmful effects of Stress are possible. However, positive Stress is essential for each person to work efficiently, improving their performance and increasing the firm's productivity. QWL is critical right now. Since each person's personality affects their quality of work life, it may be argued that each employee's level of job stress directly affects QWL.

Therefore, it is the responsibility of the company to put its people first and enhance their quality of life at work to stop employee attrition, absenteeism, and a loss in worker productivity. The investigator provided the necessary recommendations for the same. Therefore, organizations that focus on reducing employee stress can increase productivity. Stress may greatly impact all employees. Companies may help employees feel less stressed at work by enhancing the quality of their working environment.

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