

Stress and Success Evaluating Work Performance Among Women in Bengaluru's IT Sector

Abstract

In the current organizational environment, Information Technology (IT) is essential for strategic and operational planning. Organizations increasingly depend on the IT sector to enhance various aspects of their operations. The digital economy, driven by computerization and rapid advancements in electronic connectivity, is transforming business practices. This study aims to investigate the factors contributing to stress and their impact on the work performance of women employees in Bengaluru's IT companies. Understanding these stressors is critical as they have a direct effect on the performance of female employees. By examining elements such as workload, work-life balance, and interpersonal relationships, the research seeks to provide insights into their effects on job satisfaction and overall well-being. Recognizing the engagement and commitment of women in IT companies is vital for effectively addressing stress-related issues. Consequently, this study aims to analyze the determinants of stress and their impact on the work performance of women employees within Bengaluru's IT industry.

Introduction

Stress is a biological response that occurs when the human or animal body fails to adequately respond to emotional or physical threats, whether real or perceived. This strain results from the conflict between external environmental factors and an individual's mental state, leading to both emotional and physical pressure. In today's fast-paced world, stress is an inevitable part of life, affecting both students and working adults. It can manifest as either positive or negative, depending on each person's unique perception of the tension between opposing forces. Work-related stress has emerged as a significant issue in modern lifestyles. Over the past century, the nature of work has changed dramatically, and this evolution continues at an accelerating pace. Professionals across various fields, from artists and surgeons to commercial

pilots and sales executives, experience the impact of these changing work environments. Job stress not only jeopardizes physical health but also affects organizational well-being. It is a chronic condition arising from workplace conditions that negatively impact an individual's performance and overall mind-body wellness. In contemporary society, stress has become a widespread concern. The rapid pace of life, driven by globalization, technological advancements, and competitive professions, affects people worldwide [19,20]. Human biological evolution struggles to keep up with the speed of technological and lifestyle changes. Job stress has a negative correlation with performance. With the proliferation of IT companies, employees face increasing pressure from management, significantly impacting their satisfaction, physical health, and mental well-being. The current work environment, characterized by diverse role expectations, intense competition, globalization, and technological innovations, presents challenges in both personal and professional spheres for employees.

Emotional Symptoms:

- Increased anxiety or worry
- Feeling overwhelmed
- Mood swings
- Irritability or anger
- Sadness or depression
- Decreased sex drive

Cognitive Symptoms:

- Racing thoughts
- Difficulty concentrating
- Forgetfulness
- Difficulty making decisions

Physical Symptoms:

- Muscle tension and headaches

- Fatigue and low energy
- Sleep disturbances (insomnia or oversleeping)
- Changes in appetite (overeating or loss of appetite)

Global Competitiveness and GDP:

- IT plays a pivotal role in a country's global competitiveness. Nations with strong IT capabilities are better positioned to thrive in the digital economy.
- A robust IT sector contributes significantly to a country's Gross Domestic Product (GDP).

Positive Impact and Accessibility:

- IT has democratized information access, bridging gaps between developed and less developed regions.
- Millions of people, including those in rural and marginalized areas, benefit from IT advancements.

Offshoring and Globalization:

- American firms sought cost-effective ways to develop software products, leading to offshore collaborations.
- India, Ireland, and Israel became attractive destinations due to English proficiency and competitive programmer costs.

Domestic Software Startups:

- In the 1980s, Indian startups emerged, initially serving the defence industry and later expanding to global markets.
- Venture capital support fuelled growth in the 1990s.

Local Dominance and Policy Shifts:

- Currently, local product firms dominate the Indian IT market.
- Earlier protectionist policies, such as state-owned enterprises and monopolies, hindered progress.

Foreign Exchange Regulation Act (FERA):

- The FERA of 1973 was a significant protectionist policy.
- Despite challenges, India's IT industry has evolved, becoming a major player on the global stage.

CSC (Computer Sciences Corporation): A B2B software development company, CSC provides technology-based solutions globally. It covers areas from capital markets to digital brand and cyber risk. CSC aims to leverage India's robust IT talent and drive technological innovation. They are actively hiring for various technical roles

Opendoor: A real estate firm, Opendoor streamlines property transactions for both sellers and buyers. Since its founding in 2014, over 85,000 customers have used Opendoor's services. While headquartered in San Francisco, the company has offices across the United States and several locations in Bangalore, where they are actively hiring for technical positions ³.

Arrow Electronics, Inc.: As a Fortune 500 company, Arrow Electronics provides technology solutions to over 220,000 leading tech manufacturers and service providers. Their Bangalore office focuses on electronic components, offering materials necessary for technology companies to build their designs. They also provide engineering support and customized systems ⁴.

Cisco Meraki: This cloud-based IT company offers comprehensive network solutions, including Wi-Fi, routing, and security. Their Bangalore outpost is in a growth phase, with open roles across technical departments ⁵.

Statement of the Problem:

Job stress arises when job requirements do not align with a worker's capabilities, resources, or needs. It can have detrimental effects on physical and emotional health. The study aims to explore stress determinants and their impact on women employees in the IT sector in Bengaluru.

Research Questions:

The study raised two critical questions:

- How do organizational policies influence women employees' performance in IT companies?
- What workplace stressors affect the performance of women employees in IT companies?

Plan of the Study:

The study will delve into stress and its impact on women employees' work performance. Specifically, you'll focus on organizational stressors, particularly policies that may negatively affect women employees.

Broad objectives of the study are:

- To determine stress levels and their impact on women employees in Bengaluru's IT companies.
- To analyze how organizational policies contribute to job stress and affect women employees' performance.

Specific Objectives of the Study as follows:

➤ **Determining Stress Levels and Impact on Women Employees**

Conduct a survey or interviews to assess stress levels among women employees in Bengaluru's IT companies. Analyze the collected data to identify common stressors, such as workload, work-life balance, and interpersonal dynamics. Explore how stress affects physical health, mental well-being, and overall job satisfaction.

➤ **Analyzing Organizational Policies and Their Impact:**

Review existing organizational policies related to work hours, leave policies, performance expectations, and employee support. Evaluate how these policies contribute to stress levels among women employees. Investigate whether policies related to diversity, inclusion, and gender equality positively or negatively impact job stress and performance.

Hypotheses:

1. H1: There is no relationship between organizational policies causing job stress and women employees' performance in IT companies.
2. H2: There is no relationship between workplace stressors and women employees' performance in IT companies.

Research Methodology:

The study approach combines investigative and explanatory methods. Also it used primary and secondary data, including controlled interview schedules for women employees. The systematic process ensures the integrity of research outcomes.

Primary Data:

- You've correctly highlighted that primary data involves original measurements observed during the study.
- Methods for collecting primary data include questioning (using questionnaires) and observation.
- Questionnaires allow respondents to provide information directly, while observation involves recording data based on direct observation.

Secondary Sources:

- Secondary data consists of finished products that have already been statistically treated.
- You've mentioned using records, company websites, and management minutes as secondary sources.
- Journals, magazines, and books also contribute valuable secondary data.

Questionnaire Design:

- Structured questionnaires are essential for gathering specific information.
- Proper arrangement of questions ensures relevance and readability.
- Considering literacy levels and language diversity is crucial.

Sampling Plan:

- The Study multi-stage sampling process is practical, given the large number of potential locations.
- Dividing the city into regions and selecting samples from each region is a systematic approach.
- The total sample size of 150 women employees in IT companies provides a representative dataset.

Statistical Tools:

Relevant statistical tools for the study, including:

- Percentage Analysis
- Discriminant Analysis
- t-Statistics
- Analysis of Variance (ANOVA)
- Multiple Regression Analysis
- Pearson Correlation Analysis

Scaling Technique:

- The 5-point Likert scale was used to measure need recognition.
- The importance of information sources was assessed using another Likert scale.

Limitations:

The researcher have acknowledged the limitations of The Study survey research, including sample size and methodology. Future research could explore different constructs and sampling techniques.

Major Findings of the Study & Contribution of the reserch

Age Group: 74.7% of respondents were below 30 years old. 25.3% fell into the age group above 30 years. **Education:** 56.7% had completed post-graduation. 26.7% held a graduation degree. 7% had diplomas, and the remaining 12% fell into other categories. **Family**

Structure:66.7% belonged to nuclear families.The remaining 33.3% were part of joint families.**Occupations:**40.7% were business analysts.19.3% worked as programmers.12.7% were web developers or engaged in the service sector.27.3% identified as network engineers.**Income Groups:**45.3% fell into the income range of Rs. 1,00,000 to Rs. 2,00,000.21.3% were in the Rs. 2,00,000 to Rs. 3,00,000 range.14.7% had an income of Rs. 5,00,000 and above.10.7% fell into the Rs. 3,00,000 to Rs. 4,00,000 range.8% were in the Rs. 4,00,000 to Rs. 5,00,000 range.

Positive Attributes:**Hurry to Complete Work:** A sense of urgency can drive action and engagement.**Burned Out:** Recognizing the importance of avoiding burnout to maintain productivity.**Fatigue During the Workday:** Managing energy levels is crucial for sustained performance.**Frustrated on the Job:** Addressing frustration positively can improve work outcomes.**Appropriate:** Ensuring marketing content aligns with the context and audience.**Trustworthy:** Trust is essential for successful marketing campaigns.**Lengthy Job:** Balancing efficiency with thoroughness in marketing efforts.

Negative Attributes:**Disruptive:** Avoiding marketing that disrupts user experience.**Easy to Reject:** Crafting messages that resonate and are harder to dismiss.**Time Consuming:** Recognizing the value of efficiency in marketing strategies.

Table No: 1- Association between the experience of the Respondents and the factors that influencing the job stress

Sl.No.	Determinants that inducing the stress	Mean score of Determinants of the stress with the experience of the respondents				F Statistics
		Below 5 years (n=131)	5-10 years (n=184)	11-15 years (n=130)	> 15 years (n=93)	
1.	Work Environment	19.51	20.07	19.23	19.95	1.195
2.	Job Uncertainty	20.91	21.41	20.72	21.54	1.264
3.	Crystallized Intelligence	13.86	14.30	13.89	13.91	0.755
4.	Work Life Balance	16.48	16.69	16.36	17.16	0.942

5.	Career Discrimination	17.88	17.09	17.60	16.67	2.339*
6.	Monitory Discrimination	8.82	9.03	8.81	9.14	0.689
7.	Work Performance	17.10	17.24	17.30	15.50	3.297*
*-5% level of Significance						

While analyzing the opinion based mean value in connection with the experience gained by the women employees working in the IT industries, it is seen that those employees having experience with less than 5 years have given high mean value to the career discrimination (17.88) which implied that this is the one which created stress in their job. Next to this, employees having experience with 5-10 years have given high mean value to the work environment (20.07) and crystallized intelligence (14.30) which meant that these peoples were affected by these factors towards their job stress. Through this result, it is clear that the crystallized intelligence not only create positive environment and in some cases, it may lead to the negative one. Those employees having experience ranging from 11-15 years have given high mean value to work performance (17.30) which meant that these employees have performed their duty in a positive way despite of having the job stress. Those who have more than 15 years of experience have given high mean value to job uncertainty (21.54); work life balance (17.16) and monitory discrimination (9.14) and this showed that even though they have a better experience, they worried about the uncertainty of their job in this field. The result of one way ANOVA has confirmed that there is a significant association found between the experience and the factors like career discrimination and the work performance at 5% level of significance.

Table No: 2: Association between the monthly income of the Respondents and the factors that influencing the job stress

Sl.No.	Determinants that inducing	Mean score of Determinants of the stress with the monthly income of the respondents	F Statistics
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	the stress	Upto Rs. 20000/= (n=92)	Rs.20001/= to Rs.40000/= (n=55)	Rs.40001/= to Rs.60000/= (n=143)	Rs.60001/= to Rs.80000/= (n=146)	> Rs. 80000/= (n=102)	
1.	Work Environment	18.89	20.55	19.54	20.58	18.98	3.889**
2.	Job Uncertainty	21.08	21.76	21.07	21.56	20.37	1.796
3.	Crystallized Intelligence	14.13	13.67	13.83	13.95	14.51	1.027
4.	Work Life Balance	16.19	17.07	16.59	17.24	16.04	2.171*
5.	Career Discrimination	17.34	17.53	17.64	17.03	17.23	0.728
6.	Monitory Discrimination	9.03	8.85	8.46	9.00	9.51	2.646*
7.	Work Performance	16.72	17.60	18.68	16.42	15.99	10.007**
** 1% level of Significance *-5% level of Significance							

Income is one aspect in sacrificing the stress through the job and hence the respondents were asked to rate the determinants of job stress and based on the opinion, it is seen that those employees whose monthly income is up to Rs.20000/= have not given any high mean value to any factor that influencing the job stress in the work place followed by the respondents whose income ranging from Rs. 20001/= to Rs. 40000/= have given high mean value to the job uncertainty (21.76). Those employees whose monthly income ranging from Rs. 40001/= to Rs.60000/= have given high mean value to career discrimination (17.64) which meant that this type of discrimination have induced job stress among them.

Those employees who were earning Rs.60001/= to Rs. 80000/= have given high mean value to work environment (20.58) and work life balance (17.24) and this two factors have given more stress in their job role. Only those who were earning more than Rs.80000/= have given high mean value to the crystallized intelligence (14.51) but at the same time, they have given

high mean value to the monetary discrimination (9.51) which implied that even though they have that crystallized intelligence, that along with the monetary discrimination practice in the organization made them to have the job stress in the working place. It is also noticed that there is a significant association found between the work environment, work life balance, monetary discrimination and the work performance of the employees with their monthly income as per the outcome of the one way ANOVA result at 1% and 5% level of significance.

Table No: 3- Association between the distance of working place from the residence of the Respondents and the factors that influencing the job stress

Sl.No.	Determinants that inducing the stress	Mean score of Determinants of the stress with the distance between the working place and the residence of the respondents					F Statistics
		Up to 5Kms (n=86)	6 to 10 Kms (n=259)	11 to 15 Kms (n=34)	16 to 20 Kms (n=123)	> 20 Kms (n=36)	
1.	Work Environment	19.59	19.44	20.97	19.94	19.92	1.149
2.	Job Uncertainty	21.14	21.00	22.01	21.20	21.08	0.595
3.	Crystallized Intelligence	14.12	13.97	14.88	13.76	14.33	1.048
4.	Work Life Balance	16.59	16.51	17.53	16.64	16.89	0.612
5.	Career Discrimination	17.37	17.07	18.03	17.36	18.36	1.259
6.	Monitory Discrimination	9.24	9.02	8.50	8.88	8.36	1.105
7.	Work Performance	18.36	16.02	15.68	17.72	19.39	9.632**

** 1% level of Significance

In every profession, travelling is one of the most crucial thing and long distance of travelling definitely creating stress among the employees. Hence the researcher has attempted to study whether any impact of travelling to the work place on the determinants of the job stress and from the result, it is seen that those employees who were having distance upto 5 kms have given high mean value to the monitory discrimination (9.24) but at the same time, they have given high mean value to the work performance also (18.36) which implied that they cope up with the stress and given their performance in an effective manner. But employees those who were travelling between 6-10 kms not fell under any determinants through giving high mean value.

Next to this, those who travelling 11-15 kms have given high mean value to the work environment (20.97); job uncertainty (22.01); crystallized intelligence (14.88); work life balance (17.53) and career discrimination (18.03) which showed that these determinants have created stress in their role of job through their travelling from their residence. Also, there is no significant association found between the distance travelling and the factors that influencing the job stress but associated with the work performance at 1% level of significance.

Table No: 4:Association between the mode of travelling by the Respondents and the factors that influencing the job stress

Sl.No.	Determinants that inducing the stress	Mean score of Determinants of the stress with the distance between mode of travelling to the work place by the respondents						F Statistics
		By public transportation (n=79)	By company bus (n=160)	By car (n=27)	By two wheeler (n=140)	By train (n=125)	By other mode (n=7)	
1.	Work Environment	20.13	19.70	18.67	19.64	19.84	18.14	0.722
2.	Job Uncertainty	21.39	21.13	20.11	21.44	20.95	20.14	0.760
3.	Crystallized Intelligence	13.66	13.79	14.89	14.16	14.27	13.29	1.160
4.	Work Life Balance	16.80	16.76	16.00	16.61	16.54	17.00	0.937
5.	Career Discrimination	16.44	17.41	17.85	16.92	18.13	17.71	2.461*
6.	Monitory Discrimination	9.18	8.76	9.07	9.12	8.82	8.57	0.530
7.	Work Performance	15.92	16.16	21.30	13.64	17.78	13.86	7.557**

** 1% level of Significance ; *-5% level of significance

From the above table, regarding the mean value given by the respondents of this study, it is revealed that those who have preferred public transportation for their travelling have given high mean value to the work environment (20.13) and monetary discrimination (9.18) and these factors made their stress in the work place followed by the employees those who preferred car for the traveling given high mean value to the work performance (21.30) despite of this issue. Those who preferring two wheeler have given high mean value to the job uncertainty (21.44) and those employees who were using train have given high mean value to career discrimination (18.13). Only the employees who preferred other mode for their travelling have given high mean value to the work life balance (17.00) and this caused job stress for them. “F” test also witnessed that there is a significant association found between the mode of travelling and the career discrimination and the work performance at 1% and 5% level of significance.

Table No: 5- Association between the stress if any in the work spot and the factors that influencing the job stress

Sl.No.	Determinants that inducing the stress	Mean score of Determinants of the stress with the availability of stress in the work spot		“t” Statistics
		Yes (n=361)	No (n=167)	
1.	Work Environment	19.82	19.46	100.239**
2.	Job Uncertainty	21.15	21.13	117.031**
3.	Crystallized Intelligence	13.97	14.14	95.964**
4.	Work Life Balance	16.69	16.54	94.498**
5.	Career Discrimination	17.55	16.90	96.233**
6.	Monitory Discrimination	9.03	8.77	67.757**
7.	Work Performance	16.97	16.82	73747**
**-1% level of Significance				

In this section, the mean value given by the respondents based on the problem of facing stress if any in their work spot was asked and from the opinion, it is seen that most of the employees who have consented about facing stress in the work environment have given high mean value to all the constructs except with the crystallized intelligence but at the same

time, those who have not consented about facing stress in the work spot have given high mean value to the crystallized intelligence (14.14) which confirmed that they were maintaining the stress with this crystallized intelligence.

Also the paired sample “t” test proved that there is a significant association existed between the opinion about facing stress and all the factors that influencing the work stress in IT industries.

Table No: 6 - Association between the nature of the stress faced by the employees and the factors that influencing the job stress

Sl.No.	Determinants that inducing the stress	Mean score of Determinants of the stress with the type of stress among the respondents					F Statistics
		Uncomfortable working place (n=65)	Long working hours (n=23)	Unsuitable working hours (n=73)	Internal politics (n=122)	Others (n=78)	
1.	Work Environment	20.03	19.57	19.89	19.59	20.05	0.940
2.	Job Uncertainty	21.72	20.57	21.01	21.09	21.06	0.879
3.	Crystallized Intelligence	14.31	14.00	13.25	14.01	14.31	1.068
4.	Work Life Balance	16.99	16.30	16.66	16.49	16.91	0.958
5.	Career Discrimination	17.86	16.04	17.86	17.77	17.07	1.634
6.	Monitory Discrimination	8.82	9.22	9.01	9.13	9.00	0.550
7.	Work Performance	18.32	15.13	15.99	17.43	17.18	4.350**

** 1% level of Significance

This is regarding the type of stress actually faced by the respondents and the opinion was obtained only from 361 women employees who consented for the same and the mean value given by them for each constructs clearly indicated that those who faced job uncertainty ;crystallized intelligence, non-maintaining the work life balance ; career discrimination have

felt with the uncomfortable working environment but they have given high mean value to the work performance which revealed that despite of having uncomfortable working environment, they were performing well in their role. Next to this, those who have felt career discrimination also experienced unsuitable working hours. Also those who have crystallized intelligence have faced other type of stress in their work place. Those who have internal politics have experienced the monitory discrimination and these lead them to have more stress in their work place. But one way ANOVA “F” test result proved the association between the type of stress faced by the employees and the work performance as the “F” value found statistically significant at 1% level of significance.

Table No: 7- Eigenvalues

Function	Eigenvalue	% of Variance	Cumulative %	Canonical Correlation
1	1.855 ^a	100.0	100.0	.806

a. First 1 canonical discriminant functions were used in the analysis

The highest eigenvalue (1.855) corresponds to the discriminant function, which shows that it has the strongest power of discrimination of the function and the canonical correlation is a correlation between the discriminant scores and the levels of the dependent variable. The present correlation of 0.806 is extremely high.

Table No: 8 -Wilks' Lambda

Test of Function(s)	Wilks' Lambda	Chi-square	Df	Sig.
1	.350	152.099	6	.000

It's clear that calculated lambda value is $.350 < 0.5$ which indicates the stronger power of discriminant function and the calculated chi- square value is 152.09 and it is significant at the level of significance .000 at the degrees of freedom 6. In chi-square analysis if the significant value is less than 0.05 then reject the null hypothesis and accept the alternate hypothesis. In the above obtained result, since the significance value is less than 0.05 then null hypothesis is rejected and alternate hypothesis is accepted and it is concluded that the Get upset does significantly vary according to their discriminant variables.

Suggestions

Descriptive Statistics show the mean, standard deviation, and the number of respondents who participated in the questionnaire survey. The mean values indicate hurry to complete work, too much pressure, worried about doing the job well. Over worked, etc. are the important variables that increase job stress to the female employees of the organizations. The Bartlett's test of sphericity confirmed that the variables within factors are correlated. The Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy indicated a practical level of common variance (KMO = 0.545). Total variance explains the factors extractable from the analysis along with their Eigen Values. Eigenvalue reflects the number of extracted factors whose sum should be equal to the number of items which are subject to factor analysis. The next item shows all the factors extractable from the analysis along with their eigenvalues. The Eigenvalue table has been divided into three sub-sections, i.e. Initial Eigen Values, Extracted Sums of Squared Loadings and Rotation of Sums of Squared Loadings. For analysis and interpretation purpose, we are only concerned with Extracted Sums of Squared Loadings. Here, the first six factors have significant variance. All the remaining factors are not significant the idea of rotation is to reduce the number of factors on which the variables under investigation have high loadings. It the factors Frustrated on the job, Get upset in the job more than usual, Experience headache, and Frustrated with coworkers are substantially loaded on Component 1; Hurry to complete work, Burned out, Too much pressure, and Over-worked are substantially loaded on component. All the remaining variables are substantially loaded on other Factors. Finally, according to the responses, factor analysis extracted six factors such as frustration, job pressure, inadequate staff and working hours, less time for family, anxiety, and distress which are important factors of causing the job stress of the female employees

Conclusion

The primary objective of this study was to identify the factors that job stress and its impact on the work performance of women employees in it companies with special reference to Bengaluru. This study found by using the factor analysis that the overall stress of female employees in Bengaluru is associated with six factors such as frustration, job pressure, inadequate staff and working hours, less time for family, anxiety, and distress. Job stress is inevitable and unavoidable in private organizations. Job stress has become a major cause of ill health and is a serious risk factor for female employees' psychological and social well-being. The stress that employees experience in their work often reflected in behavior and attitudes. Stress has been recognized as a disease that spoils employees 'health and reduces their work performance level. As stress in private organizations is mostly due to excessive

work pressure and an imbalance in work life, the organization should support and encourage the taking up of roles to help make the balance between work and family. Excellent management and good organization are the best forms of prevention of stress. Management must, therefore, take some initiatives to help their female employees overcome their disastrous effect. The government should also develop friendly and promising policies to encourage working women; those will support them to working friendly manner without stress. Further studies are needed to provide a better analysis of the relationship in private organizations between work-related stress and health. For this study, only 124 respondents were considered which represented a very small portion of the private sector in Bengaluru. Based on the limited literature review with selected studies related to this field, study variables were selected. But to generalize these findings, this study can be replicated in different industrial settings. To carry out longitudinal studies would be particularly interesting to identify changes in the level and incidence of health issues and map variations in economic, organizational, and social conditions.

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