

A Study on Impact of Interpersonal Stress Factors on Job Satisfaction of North Western Railway Employees

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Abstract: Occupational Stress is outlined as disagreements on the variables of interest of individual workers with regard to their organization and it includes various other types of stress also. In simple words they're factors causing occupational stress. Interpersonal stress factor is one among those factors. This and alternative factors can negatively impact one's mental and physical well-being and might restrain workers from obtaining total satisfaction from their jobs. The staff within the Indian railways is experiencing lots of pressure at the work. In such a state of affairs it's necessary to review the occupational stress of railway employees, if it's not controlled it will have an effect on the person's performance, family or social life, health, etc. Therefore, this study talked about impact of interpersonal stress factors on job satisfaction of North Western Railway employees. For this purpose, a sample of 60 employees has been taken through simple random sampling technique. Some statistical tests were applied on the data. The study concluded that there's significant impact of interpersonal stress factors on job satisfaction of NWR employees. Ways for equalization of interpersonal stress factors were additionally prompted in this paper.

Keywords —Occupational Stress, Interpersonal stress factor, North Western Railway Employees, Job Satisfaction, Stress Factors and Restrain.

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I. Introduction

Occupational Stress

Stress is associate all-pervading trendy development that takes a significant toll on human life. Generally, it's a condition of pressure or tension on a personal that affects individual's health and performance at the work. Several organizations face regular challenges to handle stress in a correct approach. Out of every type of stress occupational stress of a worker is incredibly vital. Occupational stress is thought to have an effect on all professions and class of employees. It's of great concern to management, workers and different stakeholders of the organization. The character and degree of occupational stress vary across the business and additionally in business institutions inside a trade.

Signs of stress are often seen in people's behavior, particularly in changes of behavior. Acute responses to worry are also within the areas of feelings, behavior, thinking or physical symptoms. If stress persists, there are changes in system, vessel, involuntary and medical specialty functioning, resulting in mental and physical healthiness. Stress is toughened once either of those mechanisms aren't functioning properly or once we notice it troublesome to change suitably from one to another. This forms the idea of individual approaches to stress management. [1]

Factors affecting occupational Stress

Many factors contribute to occupational stress. Some factors are more necessary than others, however every are often potent. All the factors are generally classified within the following groups. [4]

Sr. No.	Name of the Factor	Explanation				
gin <mark>l</mark> erin	Nature of the task	 Poor operating conditions Work overload or underload Physical hazards Salary Extraordinarily troublesome Or extraordinarily simple tasks Excessive physical effort Inconvenient hours Repetitive, dehumanizing setting 				
2	Interpersonal Stress Factors	 Poor relationships with coworkers, supervisor, or staff Issues in giving assignments to others Competition among workers Not accepted by fellow staff 				
3	Organization Role	Unclear description Conflicting job demands An excessive amount of responsibility for folks An excessive amount of responsibility for things				

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to Engineering									
4	Career	Lack of job security							
	Development	Overqualified for job							
		Underneath qualified for job							
		Ambition is repressed by boss							
		Inadequate credit for							
		accomplishments							
5	Structure and	• Very							
	Atmosphere	little management over choic							
		es							
		Workplace politics							
		Restrictions on behaviour							
		Discouragement of individual							
6	Non-Work Factors	Family issues							
		• cash issues							
		Life satisfaction							
		Life stages							
		• Health							

Interpersonal Stress Factors

Interpersonal stressors are nerve-racking episodes between 2 or more folks that involve quarrels, arguments, negative attitudes or behavior, associate uncomfortable atmosphere throughout a speech communication or activity, and concern regarding hurting others' feelings. These kinds of stress are often caused by poor relationships with co-workers, supervisor, or staff, issues in giving assignments to others, Competition among workers, Not accepted by fellow staff, etc. [1]

Situations cause stressors to vary from person to person. Whereas some things tend to worry many folks like job demands, relationship conflicts, a busy schedule however not each potential agent causes stress in everybody. Everybody includes a distinctive set of understanding of the planet around them and ways that of perceiving things. What feels like a threat to one person could also be perceived as a challenge to a different. So, one extremely cannot generalize what things are stressors.

Human Resources of Indian Railway

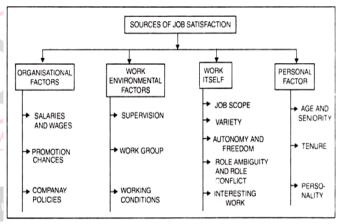
One of the necessary functions of the modern management is to urge things done through individuals. Human resources play a vital role within the development method of recent management. It's to bring workers in conduct with the organization in such the way that the objectives of both the teams are achieved. The foremost important resource of a company is commonly same to be its folks. Indian railway is one in all the revenues generating industries in India. The business could be a success due to its economical employees. They're valuable assets of the business and also the key to success. There are several factors that have an effect on the productivity and talent of an individual.

The Indian Railway Personnel Service (IRPS) is a cadre of civil servants of the govt. of India. The officers of this service are answerable for managing the Human Resources of the Indian Railways that contains a manpower of about 1.4 million employees. it's the sole civil service of its kind

in India and it creates a cadre of bureaucrats specialized in human resource management in government of India. [6] The staff within the Indian railway is experiencing an outsized quantity of pressure at the work place. Enhanced workloads, overtime, hostile work setting and shift work are simply a couple of causes of nerve-racking operating conditions. In such a state of affairs it's necessary to review the occupational stress of railway workers as a result of if not controlled, it will have an effect on the person's family or social life, health, performance etc. [3]

Job Satisfaction among NWR workers

There are several sources of stress that the individual is probably going to understand as outside his or her power to vary, resembling the structure, management style or culture of the organization. Without correct management of stress, it's nearly impossible for any worker to realize job satisfaction particularly among railway workers. Therefore, there a necessity of stress management. Stress management could be a wide spectrum of techniques and psychotherapies geared toward controlling an individual's level of stress, particularly chronic stress, sometimes for the aim of rising everyday functioning. [2]



Source: http://cdn.yourarticlelibrary.com/wp-content/uploads/2015/05/clip_image00290.jpg

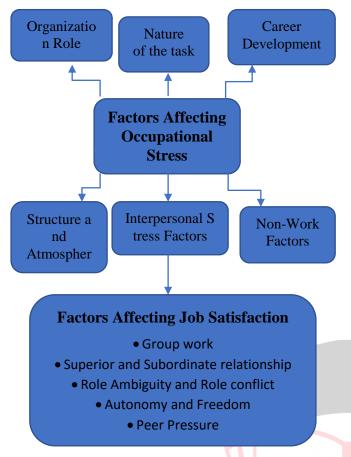
In order to realize job satisfaction, an efficient stress management program is critical for NWR workers, it's 1st necessary to spot the factors that are central to an individual controlling his/her stress and to spot the intervention ways that effectively target these factors. Once work is showing emotion demanding, social support becomes vital. There are many ways of stress management, each with distinctive explanations of mechanisms for dominant stress. [1] Therefore, during this study, a shot has been created to spot the impact of social stress factors on job satisfaction of NWR workers and gather information concerning the techniques to lower stress and increase job satisfaction.

Model

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Here is the self-designed model of a hierarchical chain of factors affecting occupational stress and job satisfaction level of NWR employees in relation with interpersonal stressors.





Detailed explanation of factors affecting job satisfaction.

- Group Work: Working collaboratively will cause magnified motivation levels among a team thanks to increasing responsibility for individual performance. Once teams are being compared, members tend to become a lot of satisfied and bold to perform higher.
- Superior and Subordinate relationship: Satisfactory upward and downward communication is important for an eminent organization as a result of it closes the gap between superior and subordinates by increasing the degree of trust, support, and therefore the frequency of their interactions.
- Role Ambiguity and Role conflict: Role ambiguity and role conflict additionally cause confusion and job discontentment as a result of staff don't apprehend precisely what their task is and what's expected of them.
- Autonomy and Freedom: Lack of autonomy and freedom over work strategies and work pace will produce helplessness and discontentment. staff don't prefer it once each step and each action are set by their supervisor.
- Peer Pressure: It is the pressure created by employees of same level over an employee. It can affect satisfaction levels of an employee to a great extent if not taken care of properly.

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II. REVIEW OF LITERATURE

From the idea of Evolution, Walter Cannon and Hans Selye established stress as a legitimate scientific development. Evolution, as per Darwin, is that the on-going physiological adaptation of a species to its external surroundings that helps to guarantee its long survival. Cannon coined the term "fight or flight" to clarify the physical reactions of individuals once they encounter a probably threatening event or scenario. According to Darwin, Cannon thoughtabout the power to reply quickly to an external threat (by fighting or fleeing) a positive evolutionary response that advanced human survival. [7]

There are some factors inflicting occupational stress among workers of each profession. For satisfaction in job one ought to beware of those factors properly. Here some studies are mentioned with their proper analysis.

Holman & O'Connor, E. (2018) wrote a piece of writing entitled "Stress management interventions: rising subjective psychological well-being within the workplace" during this paper they supply an outline of stress management interventions (SMI) and review the proof for their effects on job related stress and their well-being. They ended by suggesting that there's convincing proof for SMI approaches. However, the proof base desires strengthening through a lot of strong method styles (e.g., irregular management trials, broad primarily based evaluations of intervention processes) and a higher understanding of the contexts and people during which SMIS are simplest, however the implementation of SMIS affects outcomes, and also the long-term impacts of SMIS. [9]

Bliese, P. D., Edwards, J. R., & Sonnentag, S. (2017). The title of their article is "Stress and well-being at work: A century of empirical trends reflective theoretical and social group influences" during this review, the writers examined the history of stress analysis in Japanese by following word frequencies from 606 abstracts of revealed articles within the journal. From these abstracts, they explicit three eras: a fifty year-era from 1917 to 1966, a 30-year era from 1967 to 1996, and a 20-year era from 1997 to the current. Every era is distinct in terms of the quantity of articles revealed and also the general themes of the subject areas examined. [1]

Their review urged that articles have more and more caredfor mirror broader events occurring in society resembling recessions and hands changes. They ended by giving ideas concerning the long run of stress and well-being analysis.

Kumar S. (2016) has tried to check concerning the "Occupational stress among BPO workers". The most objectives of this study were to understand the amount of activity stress among BPO employees and to understand the distinction in activity stress among male and feminine BPO employees. A sample of fifty BPO employees was every which way designated from totally different BPO



employees' station in Gulbarga town. The study discovered that BPO employees have moderate activity stress and there's no important distinction in activity stress among male and feminine BPO employees.

Ranjan Rajesh and Prasad (2015) the title of this analysis is "The causative relationship between work atmosphere and activity stress among loco-pilots (railway drivers) in India". It absolutely was a pilot study, the info was collected through a pre-designed form crammed by the participants from a sample of sixty loco pilots operating in Chhapra beneath Varanasi Division, NER-Gorakhpur. Sample includes each married and single worker over twenty years older and presently operating with Indian railway as a railway driver for quite 5 years. The findings of this study urged that competitive with nerve-racking things could be a common incidence for the railway drivers resulting in deterioration in their quality of labor and life. [8]

Indhumathi G. And Thirumakkal M. (2015) have conducted a study to analyze the "Impact of Stress on Productivity of workers at the Pothys store, A Textile Showroom" This was a descriptive study and also the main goal was to search out the impact of stress on productivity within the organization. Thus, the study helped to elucidate descriptive info on the impact of stress on workers at the Pothys store. The sampling used for this study is stratified sampling. Eighty workers of the store were the respondents. Questionnaires were distributed to all or any the workers. The result showed that there have been several stress factors that affected their productivity negatively. The vital reality was that majority of workers feel that the organization didn't care concerning them. This was an enormous reflection of dissatisfaction that undoubtedly lowered productivity. [10]

III. RESEARCH METHODOLOGY

Scope of the Research

It is usually said that human is a social animal. It means that whatever a human being does it directly or indirectly related to its social surroundings. In workplace also, an employee always tries to maintain its social status. At that time the employee gets affected by interpersonal stressors, the factors which are created by its peers. Through this study a connection between interpersonal stress factors and level of job satisfaction among Indian railway employees will be analyzed and the results will help an Indian railway employee to think through the stressful situations properly and getting out of them immediately. It will also help railway board in making polices and rules in favor of their people. [3]

Objectives of The Study

To recognize various factors affecting occupational stress.

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- To analyze impact of interpersonal stress factor on job satisfaction of NWR employees.
- To find out the measures to regulate impact of interpersonal stress factors on employees.

Hypothesis

H0: - There is no significant impact of interpersonal stress factors on job satisfaction of NWR employees.

H1: - There is significant impact of interpersonal stress factors on job satisfaction of NWR employees.

Sample Design

- Universe of the study Employees of North Western Railway
- Sample size- 60 employees
- Sampling method- Stratified Sampling and Simple Random Sampling

Data Collection Methodology

• For this study Primary data is collected through Questioners and Secondary data is through railway annual reports, newspaper, journals, etc.

Limitation of the study

Study was costly and time consuming as it was based on primary data collection method. Due to large universe (all employees of NWR) the study focuses on employees of Jaipur region only. Future study can cover a large sample from the universe.

IV. DATA ANALYSIS AND INTERPRETATION



in Engineering Marie	TABLE SHOWING THE RESPONSES OF NWR EMPLOYEES						
Sr. No.	Factors Affecting Job Satisfaction	Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Autonomy and Freedom	I have to do some work unwillingly owing to certain group/political pressures.	28	14	0	18	0
2	Group Work	In order to maintain group- conformity sometimes I have to do/produce more than the usual.	13	28	0	19	0
3	Role Ambiguity and Role Conflict	I have to do such work as ought to be done by others.	16	7	0	37	0
4	Role Ambiguity and Role Conflict	My opinions are sought in framing important policies of the organization/department.	12	17	0	19	12
5	Autonomy and Freedom	I am compelled to violate the formal and administrative procedures and policies owing to group/political pressures.	6	15	0	27	12
6	Superior and Subordinate d relationship	My different officers often give contradictory instruction regarding my work.	2	29	0	29	0
7	Role Ambiguity and Role Conflict	Sometimes it becomes problematic for me to adjust between political/group pressures and moral rules and instructions.	2	22	0	32	4
8	Superior and Subordinate d relationship	Higher authorities due care for my self-respect.	3	20	0	37	0
9	Superior and Subordinate d relationship	Officials do not interfere with my jurisdiction and working methods.	ng Application	14	0	42	0
10	Peer Pressure	I am responsible for the future of a number of employees.		31	0	24	0
11	Peer Pressure	Some of my colleagues and subordinates try to defame and malign me as unsuccessful.	16	19	0	25	0
12	Group Work	My colleagues do co-operate with me voluntarily in solving administrative and industrial problems.	14	33	1	12	0
13	Role Ambiguity and Role Conflict	My higher authorities do not give due significance to my post and work.	5	5	0	50	0
14	Group Work	There exists sufficient mutual co-operation and team- spirit among the employees of this organization/department.	21	25	0	14	0
15	Autonomy and Freedom	Being too busy with official work I am not able to devote sufficient time to my domestic and personal problems.	27	27	2	4	0



Data Interpretation

In above mentioned table responses of 60 employees have arranged systematically. By analyzing opinions of these employee's and factors affecting job satisfaction it is found that the asked survey questions are both positive and negative in nature. Positive questions show more positiveness because employees are mostly agreeing with the statement and on the other hand negative statements shows more dissatisfaction as employees are mostly disagreeing with the statements.

All these statements are based on some factors of job satisfaction (Group work, Superior and Subordinate relationship, Role Ambiguity and Role conflict, Autonomy and Freedom and Peer Pressure) which are related to interpersonal stressors. Detailed analysis of statements/questions and their relation with the sources of job satisfaction are given below:

Positive survey statements: Most of the respondents around 42 are agreeing with the statement that "They Have to Do Some Work Unwillingly Owing to Certain Group/Political Pressures". In this statement "autonomy and freedom" factor of job satisfaction is getting affected immensely.

In question "In Order to Maintain Group- Conformity Sometimes I Have to Do/Produce More Than the Usual" 41 out of 60 respondents are in favor of this statement on the other hand 19 out of 60 are completely disagree with this statement. This statement is related to 'group work' factor of job satisfaction.

In question "My Colleagues Do Co-Operate with Me Voluntarily in Solving Administrative and Industrial Problems" 47 out of 60 respondents are agreeing with the statement on the other hand 12 employees are disagreeing with it. This statement is related to 'peer pressure' factor of job satisfaction.

In the question "My Different Officers Often Give Contradictory Instruction Regarding My Work" 31 employees out of 60 are completely in favor of the statement. This statement is related to 'role ambiguity and role conflict' factor of job satisfaction.

In the question "There Exists Sufficient Mutual Co-Operation and Team-Spirit Among the Employees of this Organization/Department" 46 respondents are agreeing with the statement. This statement is related to 'group work' factor of job satisfaction.

Negative survey statements: With the statement "My Higher Authorities Do Not Give Due Significance to My Post and Work" 50 out of 60 respondents are disagreeing, on the other hand 10 are completely agreeing with the

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statement. This statement is related to 'superior and subordinate relationship' factor of job satisfaction.

54 respondents are completely disagreeing with the statement that "Being Too Busy with Official Work I Am Not Able to Devote Sufficient Time to My Domestic and Personal Problems". This statement is related to 'autonomy and freedom' factor of job satisfaction.

Whereas in question "Officials Do Not Interfere with My Jurisdiction and Working Methods" 42 out of 60 are disagree with the statement. This statement is related to 'superior and subordinate relationship' factor of job satisfaction.

37 employees out of 60 are disagreeing with the statement that "I Have to Do Such Work as Ought to Be Done by Others". This statement is related to 'role ambiguity and role conflict' factor of job satisfaction.

39 employees out of 60 are disagreeing with the statement that "I Am Compelled to Violate the Formal and Administrative Procedures and Policies Owing to Group/Political Pressures". This statement is related to 'autonomy and freedom' factor of job satisfaction.

By analyzing these responses null hypothesis "H0: - There is no significant impact of interpersonal stress factors on job satisfaction of NWR employees" has been rejected. The rejection of null hypothesis proves that there is significant impact of interpersonal stress factors on job satisfaction of NWR employees. Rejection of null hypothesis is based on the responses with directly or indirectly get affected by the factors of job satisfaction and this in turn will affect the job satisfaction level of NWR employees.

V. CONCLUSION

Every organization is comprised of individuals. Most productivity is earned only if the staff is eased from the nerve-wracking things. There are several sources of stress that the individual is probably going to perceive as outside his or her power to alter, like the structure, management vogue or culture of the organization.

This study disclosed that almost all of the employee's face stress scenario owing to the social stress factors within the organization. It discovered many factors affecting occupational stress and also some factors affecting job satisfaction level of NWR employees. By analyzing the responses of various NWR employee's null hypothesis is got rejected, which stated that interpersonal stress factor affects the job satisfaction level of NWR employees to a great extent. This study also analyzed the relationship between factors of job satisfaction and responses of various employees of railway.

IREAM

The prevention and management of workplace stress needs organizational level interventions. Organizational interventions are of the many varieties, starting from structural (for example, staffing levels, work schedules, physical environment) to psychological (for example, social support, management over work, participation).

The employees use numerous techniques to lower their stress and increase job satisfaction level. But still, the management ought to take affordable measures to cut back their stress because the staff is the quality of any organization. So, they must be taken care of properly as the railway could be a major source of income generating trade in India.

VI. SUGGESTIONS

Measures to regulate impact of interpersonal stress factors on employees.

1. Learn to mention 'No':

The employees out of worry of losing their jobs hinder to deny doing any jobs asked by their superiors.

The result's that the worker doesn't notice that his plate is already full for the day and he/she is in no position to deliver something beyond that in the day.

APPENDIX

Questionnaire

Dear Respondents,

This questionnaire is created for studying the impact of interpersonal stress factors on job satisfaction of NWR employees. We believe the results will not only be value to us but will be beneficial for you also individually. Your attitudes and opinions are critical to the success of this study. We recognize the value of your time, and sincerely appreciate your efforts on our behalf. Individual responses are anonymous and all data will be held confidential. Please take 10-15 minutes to complete this survey and submit it. Thank you.

प्रिय उत्तरदाताओं

भारतीय रेल में NWR कर्मचारियों की नौकरी की संतुष्टि पर पारस्परिक तनाव कारकों का असर के अध्ययन के लिए यह प्रश्नावली बनाई गई है | हमें विश्वास है कि परिणाम केवल हमारे लिए ही नहीं आपके It is thus, imperative to find out the art of claiming 'NO'. Mastering this art might take time, however within the long-term can immensely facilitate the worker in stress management. [1] [5]

2. Learn to Delegate:

Many managers of these days are terribly specific regarding their completion of tasks, as a result of that they themselves pay tons of your time and energy in doing the tasks themselves. The managers ought to thus learn to supervise and effectively delegate their tasks. Needless to say, they must additionally understand their team members well therefore to delegate the correct tasks to the correct persons.

3. Set Realistic Targets:

While planning the work for every day, it's imperative to line up deadlines that are realizable.

Employees, typically within the wake of casting a sway on their bosses, tend to require up mammoth targets for the day or the week while not paying a heed on abundant would they be able to extremely deliver. One should thus guarantee to be sensible in fitting daily/weekly targets lest it ends up in demotivation.

4. Exercise and Meditation:

It is suggested for every individual to require some sports (outdoor) or the opposite in their daily routine, as this considerably helps in burning out the accumulated stress.

लिए भी लाभकारी होगा। आपकी दृष्टिकोण और राय इस अध्ययन की सफलता के लिए महत्वपूर्ण हैं। हम आपके समय का मूल्य समझते हैं, और ईमानदारी से आपके प्रयासों की सराहना करते हैं। अलग-अलग उत्तर गुमनाम रहेंगे और सभी कंपनी स्तर डेटा गोपनीय में आयोजित किया जाएगा। कृपया इस सर्वेक्षण को पूरा करने के लिए 10-15 मिनट ले। आपके महत्वपूर्ण समय के लिए धन्यवाद।

<u>Name (Optional</u>)/ <u>नाम (वैकल्पिक)</u> :
Gender (लिंग): ☐ Male (पुरुष) ☐ Female (स्त्री)
Age (आयु): below 20 21-30 31-40
41-50
Qualification (<u>योग्यता</u>): School Level (विद्यालय स्तर)
UG PG Professional
Designation (पदनाम): Class (वर्ग) I Class (वर्ग)
II Class (वर्ग) III Class(वर्ग)
IV

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Sr.	Questions	Strongly	Agree	Neutral	Disagree	Strongly
No	प्रश्न	Agree	सहमत	निष्पक्ष	असहमत	Disagree
		पूर्ण				पूर्ण
		सहमत				असहमत
1	I have to some work unwillingly owing to certain					
	group/political pressures.					
	सामूहिक राजनैतिक दबावों के कारण मुझे न चाहते हुए भी					
	कुछ काम करने पड़ते है ।					
2	In order to maintain group- conformity sometimes I have to					
	do/produce more than the usual.					



	सामूहिक अनुकूलता बनाए रखने के लिए मुझे कभी-कभी सामान्य से अधिक काम/उत्पादन करना पढ़ जाता है ।				
3	I have to do such work as ought to be done by others. मुझे कुछ एसे कार्य भी करने पड़ते है जो दूसरो को करने चाहिए।				
4	My opinions are sought in framing important policies of the Organization/Department.				
	संग्रठन /विभाग की महत्वपूर्ण नीतियों के निर्धारण मै मुझसे सुझाव लिए जाते है ।				
5	I am compelled to violate the formal and administrative procedures and policies owing to group/political pressures. राजनितिक सामूहिक दबावों के कारण मुझे प्रायः औपचारिक तथा प्रशाशनिक कार्यप्रणाली व नीतियों का उल्लंघन करने को मजबूर होना पड़ता है।				
6	My different officers often give contradictory instruction				
	regarding my work. मेरे कामों के सम्बन्ध मै विभिन्न अधिकारियो के निर्देश परस्पर विरोधी होते है ।				
7	Sometimes it becomes complied problem for me to make adjustment between political/group pressures and formal rules and instructions.				
	राजनैतिक ,सामूहिक दबाव तथा औपचारिक नियमों के निर्देशों के बीच सामंजस स्थापित करना मेरे लिए जटिल समस्या बन जाती है।		>		
8	Higher authorities due care for my self-respect. इस संगठन के उच्च अधिकारी मेरे आत्म-सम्मान का ध्यान रखते हैं।		<u> </u>		
9	Officials do not interfere with my jurisdiction and working methods. विभिन्न अधिकारी मेरे कार्य क्षेत्र तथा काम करने के विधि मै हस्तशेप नहीं करते।		nent		
10	I am responsible for the future of a number of employees. अनेक लोगों के भविष्य की ज़िम्मदारी मेरे ही ऊपर है ।		anage		
11	Some of my colleagues and subordinates try to defame and malign me as unsuccessful. मेरे कुछ सहकर्मियों तथा अधीनस्थ कर्मचारी मुझे असफल	M	8		
12	तथा बदनाम करने की कोशिश करते हैं। My colleagues do co-operate with me voluntarily in solving	ering APP			
	administrative and industrial problems. प्रशाशनिक तथा उद्द्योग संभंधित समस्याओं को सुलझाने मै मेरे सहकर्मी स्वेच्छा-पूर्वक सहयोग देते है ।				
13	My higher authorities do not give due significance to my post and work. मेरे उच्च अधिकारी मेरे पद तथा कामों को विशेष महत्व नहीं देते।				
14	There exists sufficient mutual co-operation and team-spirit among the employees of this organization/department. यहा कर्मचारियो मे पारस्परिक सहयोग तथा समूह भावना पर्याप्त मात्रा मे हैं				
15	Being too busy with official work I am not able to devote sufficient time to my domestic and personal problems. इस नौकरी मै अधिक व्यस्त रहने के कारण मैं अपने पारिवारिक तथा व्यक्तिगत कामों व समस्याओं के लिए पर्याप्त समय नहीं दे पाता हूँ।				



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