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Job stress: A systematic literature review

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Abstract

Employees nowadays experience an extreme level of job stress at workplace. It is considered as the exploration of the variations among employees' in the term of stress consequence. The key goal of the study is to probe or review the previous research papers on job stress and its several definitions, demographics, methodologies and industries or research units. Between the years 2000 and 2021, a total of 68 articles was examined. Several researchers of diverse nations have mentioned the definitions of job stress in this paper. These research papers have been classified into five categories like a year of publication, the background of researchers, nations, research methodology and type of research or research unit. The finding of the study depicts the crucial work-related stressors and coping strategies to keep the stress at bay. This review paper aids to comprehend the theoretical insight or understanding of job stress as well as the causes and its outcomes in the organization. This paper is categorized on the basis of year, researcher's profile, research methodology and type of industry. Stress management workshops or webinars must be conducted which will aid employees' to be aware of the origin and the detrimental outcomes of the stress on their well-being. Furthermore, it will also aid employees' to know about stress reduction strategies and how to minimize them efficiently. The limitations and future recommendations are also highlighted in the current study to render further direction.

Keywords--job stress, work-related stressors, stress, coping strategies.

Introduction

Hans Selye had introduced the modern science which was developed from the term stress due to have both cons (distress) and pros (eustress) of it. He is a renowned father of the modern stress. An individual experiencing stress is said to be an individual experiencing a common response to a demand and obstructive atmosphere as a stake or hazard and limited resources (Selye, 1976). The strain or suffering that results from challenging conditions is known as stress (Alves, Chor, Faerstein and Werneck, 2004). According to Hsieh, Huang & Su (2004), Stress means the workers' inability to adjust to work and, as a result, includes some natural and psychological reaction. In the words of Kavanagh, (2005), stress is an unspecific response or a body's reaction to an event or stimulus. *"It is our body's physical and emotional reaction that frightens, irritate, confuse, endanger, or excite us and place demands on the body"* (Mohajan, 2012). One of the most frightening hindrance at workplace confronted by employees is stress. Workplace stress is also named as occupational stress or job stress or work place stress (PVS, 2018). Employees' can easily lead to the occupational stress, when they are not able to fulfill job requirements. Nowadays, the main causes of stress at workplace are poor management in the organizations, inferior work designs, inadequate leadership and management, miserable working conditions and cutthroat culture of workplace (Mead, 2000). Hence, it is examined that 68 research publications published between 2000 and 2020, this study attempts to analyse the idea of occupational or job stress in varied nations and industries or units. Diverse definitions of job stress, as well as their influence on the physical and mental health of personnel from various industries/research units, are covered in this study.

Various definitions of stress and job stress

From 2000 to 2020 a lot of researchers compile the various definitions of stress and job stress in order to have a better understanding about the job stress (mention below in the Table I).

Table I
Definitions of stress and job stress

S.no.	Researchers	Stress and Job Stress
1.	Lazarus (2000)	Stress can lead to a reduction of demands (both internal and external) when it is dealt with as a complex and multidimensional emotion.
2.	Cavanaugh, Boswell, Roehling and Boudreau (2000)	<i>"Work stress is meant by a type of stress associated with the workplace that can be occasional or chronic, although most cases fall under the second type mentioned"</i> .
3.	Krohne (2002)	Describes two types of stressors: systematic stress related to physiological or psycho-biological factors & psychological stress related to cognitive factors.
4.	Leka, Griffiths, and Cox, (2004)	A person may be stressed when their knowledge and understanding of the situation are insufficient to deal with the disturbance and difficulties in their environment.

5.	Robbins, Judge and Sanghai (2007)	Stress is the result of a dynamic situation where a person is faced with an opportunity, constraint, or demand that is contrary to what he/she desires and the outcome is uncertain and important.
6.	Abualrub and Al- Zaru (2008)	Stress plays a key role, and is positively correlated with high turnover and turnover intentions, absenteeism, and substantial health problems.
7.	Cox and Griffiths, (2010)	Work stress is a decrease in mental and physical health can be caused by both short-term (strains) and long-term (stresses) effects of workplace psychological experiences and demands.
8.	Walsh (2011)	A stress is a biological process resulting from an emotion or thought. In other words, stress is the outcome of demands made by experiences of tussle.
9.	Islam, Mohajan and Datta (2012).	Work stress occurs when the working conditions do not meet the employee's capabilities, resources, or needs, and causes poor health and even injury.
10.	Shahsavarani, Ashayeri, Lotfian and Sattari (2013)	Stress is defined as any change in the environment that results in disruption of homeostasis (internal balance) of a living being.
11.	Goswami (2015)	Stress is defined as a situation in which one is confronted with both an opportunity and a constraint related to what he or she wants and in which the outcome appears both ambiguous and crucial at the same time.
12.	Seaward (2016)	According to the definition of stress, it is any change that an individual experiences.
13.	Kanellakis, Karakasidou and Koutsoukis (2018)	Occupational stress occurs when people confront challenging work tasks that are beyond their abilities and knowledge, reducing their capacity to perform well.
14.	World Health Organization (2020)	<i>“Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope”.</i>

Literature Review

Nelson and Burke (2000) had identified a robust association amidst strain & excessive work, job anxiety & issues in workplace relations, psychological & physical situation, interaction & job conviction. Stephens and Long (2000) represented various elements of interaction which have shown the deviation in

post-traumatic stress disorder and physical indication with distinctive impacts for various facets of interaction. When overwhelming stress was analyzed in terms of indications for subcategory at distinct kinds of interaction, some of them were discovered such as conventional communication which could be troublesome to the simplicity of speaking about supportive interactions with work. Lewig and Dollard (2001) depicted that outbreak expenses due to stress at workplace, is considered as the result of adverse operational condition. Spector, (2002) various nations consider occupational stress as a serious physical and psychological issue. Employees feel tensed, face physical health issues (short term & long term) and have erratic and illogical attitude towards work due to stressful working conditions. There is a undeviating relation of excessive work & inflexible regulations with coping strategies and issue resolving strategies. Further, strain and job stressors are also linked with these strategies (Kang and Singh, 2004).

Shah (2003) identified some reasons of high role stressors such as depression, role disintegration, and recalcitrant. Keegel, Ostry and LaMontagne, (2009) unearthed some components of job related cognitive antecedents which are highly linked with job stress namely job requisition, shortage of command on jobs, interpersonal aid, negative friendly relation and technological issues. Employees likely to face job stress when they have less control on jobs and less societal support. Liu and Onwuegbuzie (2012) highlighted the feasible reasoning of intent to leave jobs such as distress, poor wages, excessive load of work, inadequate time off and leaves. Arshadi and Damiri (2013) represented that work stress impacts workplace performance negatively and intent to quit work positively. Jung (2013) represented that some antecedents of job burnout (exhaustion and disbelief) are influenced by job stressors (role overburden, role inability, and role limit) along with intervening impact of mood regulation on the association amid them. Mood regulation is directly associated with role inability, role limit, and emotional exhaustion. Whereas, partially associated with inability, role limit, and disbelief.

Bhui, Dinos, Miecznikowska, de Jongh, and Stansfeld, (2016) unearthed that the main reasons of job strain are emerged at the workplace due to unfavourable conditions of work and organizational policies. Stress management techniques are impractical expectation, deficiency of encouragement, unfavourable treatment, lack of power, lack of gratitude or enthusiasm, effort-remuneration disequilibrium, incompatible roles, lack of clarity and lack of interaction (Bhui, Dinos, Miecznikowska, de Jongh and Stansfeld, 2016). Stress could be prevented and managed through family interference outside of work. (Halkos and Bousinakis, 2017) There are various reasons of stress faced by employees such as dwindled remuneration & wages, long working hours, profitable approach, behavioral modification amid organization & personnel, re-configuring, and dwindled employment prospect or growth. Vijayan (2018), presented a robust kinship amidst chosen antecedents namely excessive work, job safety and work schedule. These chosen antecedents are highly connected and have greater influence on employees' performance. Nisar and Rasheed (2019), unearthed that job contentment, job performance (inter or intra) and work stress are negatively linked with each other. Further, job contentment work as an intervening construct amid them. The main target of this investigation is to focus on the significance and obstacles related to occupational stress. Sahni (2020) deduced

that there is a direful requirement of moral support, community oriented support and an efficacious method of executive support to keep up personnels physical and psychological well-being. Queirós, Passos, Bárto, Marques, da Silva and Pereira (2020), discovered a few attributes outlined as societal and occupational issues, which were linked with tension, anxiousness and fatigueness.

Gaps of the study

Nowadays, the level of job stress is quite high at the workplace experienced by employees. Nevertheless, the employees of diverse sectors might deal with this situation differently. Therefore, a comparative analysis of job stress amid workers of diverse sectors can be conducted (Burman and Goswami, 2018). Job stress is all about the exploration of the variations among the individuals in the term of stress consequence and how the positive benefits and strategies to reduce stress can be merged. Throughout the professional life of a person, training in skills is represented to surge the stress results positively as well as minimize strain in order to embrace the educational programs at an early stage. Eventually, this is imperative and unavoidable to switch the point of views regarding job stress into a natural concept. The individual response to it is based on positive repercussions. (Quick, Macik-Frey and Nelson, 2017). In today's world, the organizations, workplace culture as well as the reasons of work stress keep on modifying consistently. Hence, it is crucial to keep an eye on businesses and workplace cultures to see whether they're producing job stress and other issues like well-being stakes (Burman and Goswami, 2018). Challenge stressors like task complexity and buffer variable are crucial for employees' health and safety. Other work demands and hindrance stressors should be taken into account for further study. Diverse results of challenge stressors might be explored to further analyze the challenge hindrance framework (Dawson, O'brien and Beehr, 2015), (Syrek, Apostel and Antoni, 2013). To minimize the level of job stress some preventive strategies need to be undertaken, which influence the policies, practices, administration and work culture (Guan, Xiaerfuding, Ning, Lian, Jiang, Liu, and Ng, 2017).

Reforming management practices is helpful in reducing job stress at the workplace. To investigate the variances amid private, public and service sectors more research is required. On the other hand, identify diverse job types such as education and healthcare to analyze either they react on the intervention techniques in a same manner or differently (Bhui, Dinos, Miecznikowska, Jongh and Stansfeld 2016). Further investigation of sparse longitudinal study is needed where the stress level between employees was analyzed along with the workshops, webinars, training and other coping strategies were being provided in order to minimize stress level among employees (Burman and Goswami, 2018). Techniques such as take out time for personal life, sleeping, and relaxing have been preferred more by the employees in order to minimize the level of stress. Though, it is also identified via that most of the workforce are not aware of the significance and strength of distinct strategies to cope with stress. Thus, there is a lack of systematic training in coping techniques of reducing stress (Burman and Goswami, 2018). The current study strives to unearth that how many studies have been investigated on the concept job stress during the period of 2000 to 2021.

Methodology

Three steps of Tranfield, Denyer and Smart, (2003) have been adopted in the research. First step, using key terms like stress, job stress, occupational stress, and work stress, investigators accumulated journals, research papers, and research articles from Emerald, Scopus, Springer, Research Gate, Science Direct, Google Scholar, and other official websites. From January 2000 to April 2021, sixty eight articles have been reviewed so far. The papers connected to job stress were examined and categorized in the second step, depending on the year of publication, researcher profiles, research methodology, industry type, research unit (Reosekar and Pohekar, 2014), (Figure 1). Eventual step, in this step all of the journal papers were tabulated and classified into four categories: journals, researchers' profiles, methodology, and industry/research unit type. Following that, a thorough investigation was carried out to identify gaps, future research opportunities, implications, findings and conclusions.

Figure 1: Classification of Review

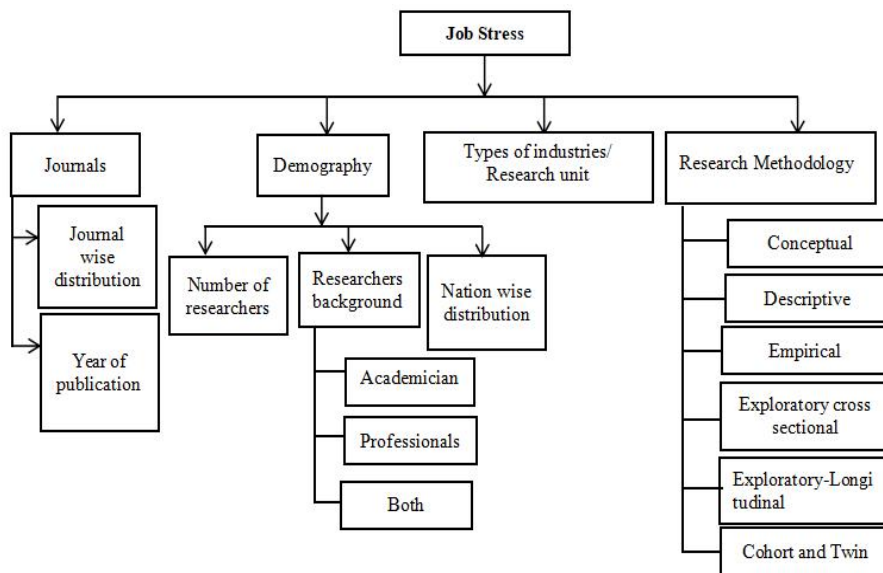


Fig 1. Job stress classification

Analysis and Results

Distribution of job stress papers

In the current investigation, the largest number of studies have been uncovered in the course of last 20 years. In recent years a lot of importance in both science and social science have been gained by the research of job stress. Year-wise distribution of articles from 2000 to 2021 is represented below:

Table II
Year Wise Number of Articles

Year	No. of articles
2000-2005	16
2006-2011	19
2012-2017	23
2018 onwards	10

According to Table II, 16 articles on job stress or work stress were studied from 2000 to 2005, followed by 19 articles were studied from 2005-2011. From 2012 to 2017, 23 articles were investigated by researchers or analysts. Further, from 2018 till 2021 only 10 articles were studied. Therefore, the highest number of studies on job stress conducted during the year 2012 till 2017.

Table III
Nation-wise Distribution

Nation of publication	Percentage %
USA	18%
India	11%
UK	8%
Others	63%

In various nations a lot of researches related to job stress are being conducted and via this study it is identified that around 28 nations have studied the impact of job stress (Table III). Among 68 articles, 52 articles have several authors, while 16 have only one. The United States of America has the most papers, followed by India and the United Kingdom. Moreover, out of 68 papers, fifty-five articles are represented by academicians, ten articles are represented by professionals and residue three articles are represented by both academicians and professionals together.

Table IV
Researcher's Professional Background

Professional background	Percentage %
Academic	81%
Professional	4%
Both	15%

In 2014, Reosekar and Pohekar introduced research technique in 2014, and the journals were classified accordingly in this review report (Fig 1). There are 68 papers in all, with 52 quantitative papers, 8 qualitative papers, and the residue being review papers. Furthermore, 47 out of the 52 quantitative studies are empirical articles. It signifies that almost all investigations are based on empirical investigations followed by cross-sectional investigations. Empirical investigation means experiments, survey or

observations and the info gathered or derived from real-life experience instead of theory or faith. On the contrary, cross-sectional investigation is described as an investigation in which data is accumulated from a respondent subset at a certain point in time. Hence, only 8 qualitative articles are available, among them 1 is descriptive, 3 are conceptual and residue are exploratory. Furthermore, Table IV has shown that 81% of researchers are academic and 4% of researchers are professional. Whereas, 15% of researchers are both academic as well as professional.

Figure 2: A Formal Tree of Research Methodology

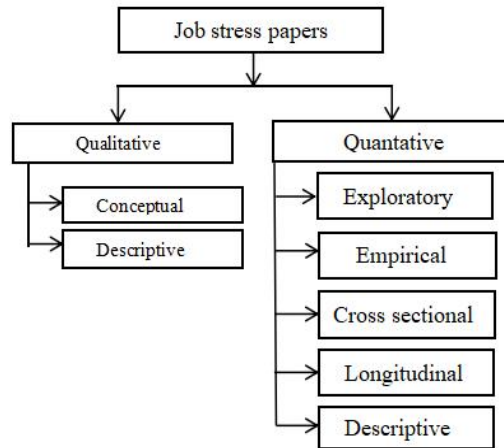


Fig 2. A formal tree of job stress (Qualitative and Quantative research)

Table V
Classification of Job Stress

S.no	Years	Researchers	Researcher's profile	Nations	Methodology	Type of industry/ Research unit
1.	2000	Stephens and Long	Academic	New Zealand	Empirical	Police officers
2.	2000	He, Li, Shi, Mao, Mu and Zhou	Academic	China	Empirical	University faculty
3.	2000	Nelson and Burke	Academic	USA	Descriptive	Executive women
4.	2001	Tang, Au, Schwarzer and Schmitz	Academic	USA	Empirical	Chinese teachers
5.	2001	Takkouche, Regueira and Gestal-Otero	Academic	UK	Empirical	Faculty and staff
6.	2001	Lewig and Dollard	Academic	Australia	Descriptive	Australian newsprint media
7.	2002	Spector	Academic	USA	Descriptive	-
8.	2002	Jain, Mishra and Kothari	Academic	India	Exploratory	Doctors & engineers
9.	2002	Bun	Academic	Hong kong	Empirical	Life Insurance agents

10.	2003	Shah	Academic	India	Empirical	Bank employees
11.	2004	De Croon, Sluiter, Blonk, Broersen and Dresen	Both	UK	longitudinal study	truck drivers
12.	2004	Kang and Singh	Academic	India	Empirical	Electronic industry
13.	2004	Dziegielewski, Turnage and Roest-Marti	Academic	USA	Empirical	University students
14.	2005	Schneiderman, Ironson and Siegel	Academic	USA	-	-
15.	2005	Suraj Narayan	Academic	South Africa	Descriptive	Women managers
16.	2005	Kobayashi, Hirose, Tada, Tsutsumi and Kawakami	Both	Japan	Cross sectional study	Japanese part time female employees
17.	2006	Wieclaw, Agerbo, Mortensen and Bonde	Academic	Denmark	Empirical	Human service employees
18.	2006	Bridger, Kilminster and Slaven	Professional	UK	Cross-sectional survey	Personnel in the Royal Navy & Royal Marines
19.	2006	Adriaenssens, De Prins and Vloeberghs	Professional	Belgium	Conceptual	Academic staff
20.	2006	Guimont, Brisson, Dagenais, Milot, Vézina, Mâsse and Blanchette	Academic	Canada	Empirical	white-collar workers
21.	2006	Morash, Haarr, and Kwak	Academic	USA	Empirical	Police officers
22.	2007	Clays, Bacquer, Leynen, Kornitzer, Kittel and Backer	Academic	Belgium	Longitudinal	Public administration
23.	2007	Zeytinoglu, Denton and Davies	Academic	Canada	Empirical	Nurses(private hospital)
24.	2008	Chandola, Britton, Brunner, Hemingway, Malik, Kumari and Marmot	Academic	UK	Empirical	Civil Service employees
25.	2008	Kinman	Academic	UK	Cross Sectional	Academic staff
26.	2008	Sen	Academic	India	Empirical	Teachers & Managers
27.	2009	Keegel, Ostry and LaMontagne	Academic	Australia; Canada	Empirical	Australia workers
28.	2009	Zakerian, and Subramaniam	Academic	Malaysia	Empirical	University office workers
29.	2009	Noblet, Rodwell and Allisey	Academic	Australia	Empirical	Police officers

30.	2010	Higgins, Duxbury and Lyons	Academic	UK	Empirical	Dual earner families
31.	2010	Chandra and Sharma	Academic	India	Exploratory	Managers
32.	2010	McLinton and Dollard	Professional	Australia	Empirical	Japanese workers
33.	2011	Malik	Academic	Pakistan	Empirical	private and public banks employees
34.	2011	Andel, Crowe, Hahn, Mortimer, Pedersen, Fratiglioni and Gatz	Academic	Sweden	Twin study (population based study)	members of the Swedish Twin Registry
35.	2011	Hurtado, Sabbath, Ertel, Buxton and Berkman	Both	USA	Cross-sectional study	American & im-migrant long-term care workers
36.	2012	Mäntyniemi, Oksanen, Salo, Virtanen, Sjösten, Pentti and Vahtera	Both	Finland	Cohort study	Public sector employees
37.	2012	Mohajan	Academic	Bangladesh	-	-
38.	2012	Johnson	Academic	USA	Longitudinal	Police officers
39.	2012	Huss	Academic	Israel	Conceptual	Social workers
40.	2013	Eriksson, van den Donk, Hilding and Ostenson	Both	Sweden	Population-based cohort study	-
41.	2013	Syrek, Apostel and Antoni	Academic	Germany	Cross sectional study	Employees
42.	2013	Sembajwe, Tveito, Kenwood, O'Day, Dennerlein, Hashimoto and Sorensen	Academic	America	Cross sectional study	workers from hospitals
43.	2013	Jung	Academic	South Korea	Cross-sectional study	employees working as information technology professionals
44.	2013	Arshadi and Damiri	Academic	Iran	Empirical	employees of Iranian National Drilling Company (INDC)
45.	2014	Sonntag and Fritz	Academic	Germany and USA	-	-
46.	2014	Avdija	Academic	USA	Empirical	Law enforcement officers
47.	2014	Liu and Onwuegbuzie	Both	China; USA	Conceptual	Teachers
48.	2015	Landsbergis, Diez-Roux, Fujishiro, Baron, Kaufman, Meyer, Koutsouras,	Both	USA	multi-center cohort study	Multi-Ethnic Study of Atherosclerosis (MESA)

		Shimbo, Shrager, Stukovsky and Szklo				participants
49.	2015	Trousselard, Dutheil, Naughton, Cosserant, Amadon, Dualé and Schoeffler	Both	France, Australia	Cross-sectional study	Nurses of acute care units
50.	2015	Acquadro Maran, Varetto, Zedda and Ieraci	Academic	Italy	Empirical	Police officers
51.	2016	Bhui, Dinos, Galant-Miecznikowska, de Jongh and Stansfeld	Academic	London	Qualitative study	Public & private sector employees and non-governmental organisations
52.	2016	Wiegel, Sattler, Göritz and Diewald	Academic	Germany	Empirical	University faculty
53.	2016	Gharibi, Mokarami, Taban, Aval, Samimi and Salesi	Both	Iran	Cross Sectional	Iranian workers
54.	2016	Marcatto, Colautti, Filon, Luis, Di Blas, Cavallero and Ferrante	Academic	Italy	Empirical	Public workers
55.	2016	Nowro-uzi, Nguyen, Casole and Nowrouzi-Kia	Academic	Canada	-	-
56.	2017	Suraksha and Chhikara	Academic	India	Empirical	Public and private bank employees
57.	2017	Guan, Xiaerfuding, Ning, Lian, Jiang, Liu and Ng	Academic	China	cross-sectional study	civil servants
58.	2017	Halkos and Bousinaki	Academic	Greece	Empirical	Public & private sector
59.	2018	Kanellakis, Karakasidou, and Koutsoukis	Academic	Greece	Qualitative study (Descriptive)	Health-care and medical employees
60.	2018	Jones and Koehoorn	Academic	Canada	Descriptive study	Employees
61.	2018	Vijayan	Academic	India	Empirical	Employees
62.	2018	PVS	Academic	Sri Lanka	-	-
63.	2019	Omair, Ullah, Ganguly, Noor, Maqsood and Sarkar	Academic	Pakistan, India, Korea	-	Workers
64.	2019	Shoukat, Ahmad and Ahmed	Academic	Pakistan	cross-sectional study	private and public primary school teachers
65.	2019	Nisar and Rasheed	Academic	Pakistan	cross-sectional study	police employees
66.	2020	Wolniak and Szromek	Academic	Europe	-	Doctors, professors
67.	2020	Sahni	Academic	Saudi Arabia	Exploratory	Middle-level managers in

						public and private service industry
68.	2020	Queirós, Passos, Bárto, Marques, da Silva and Pereira	Both	Portugal	-	Police officers

Findings

It is mentioned in this study that there are some of the major work-related or job stressors which impact the job or workplace such as role overload, role conflict, role ambiguity, unreasonable groups and political pressure, work hours & long shifts, poor physical environment, unpleasant working condition, task demands, jobs insecurity, unsound organizational policies and practices, interpersonal demands, powerlessness, job performance (dissatisfaction & poor performance), poor peer relations, non-work stressors (marital and family demands, child-rearing duties, and parental attention). Furthermore, employees' confront so many crisis or issues in their personal life and professional life along with that their physical and mental health is also influenced due to these issues. The outcomes of the stress confront by employees' at the workplace are as follow behavioral outcomes, physical outcomes, emotional outcomes, cognitive outcomes, functional outcomes and dysfunctional outcomes. Coping means after recognizing a stressful encounter, the individual adopts cognitive and behavioral responses to deal with that encounter or with its consequences, in some way (Malik, 2011). In order to cope with the stress some stress reduction strategies are presented in this study.

Figure 3: Work-related Stressors

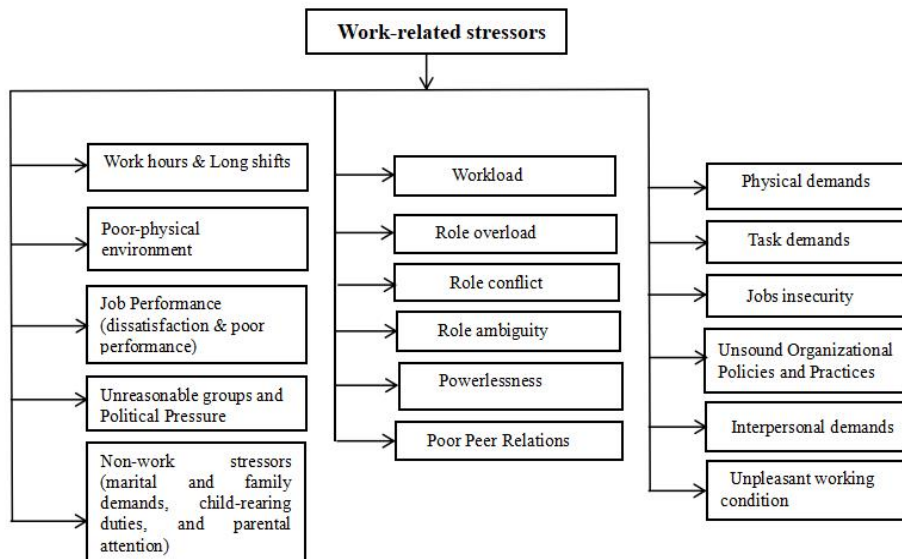


Fig 3. Work-related stressors

Figure 4: Outcomes of Job Stress

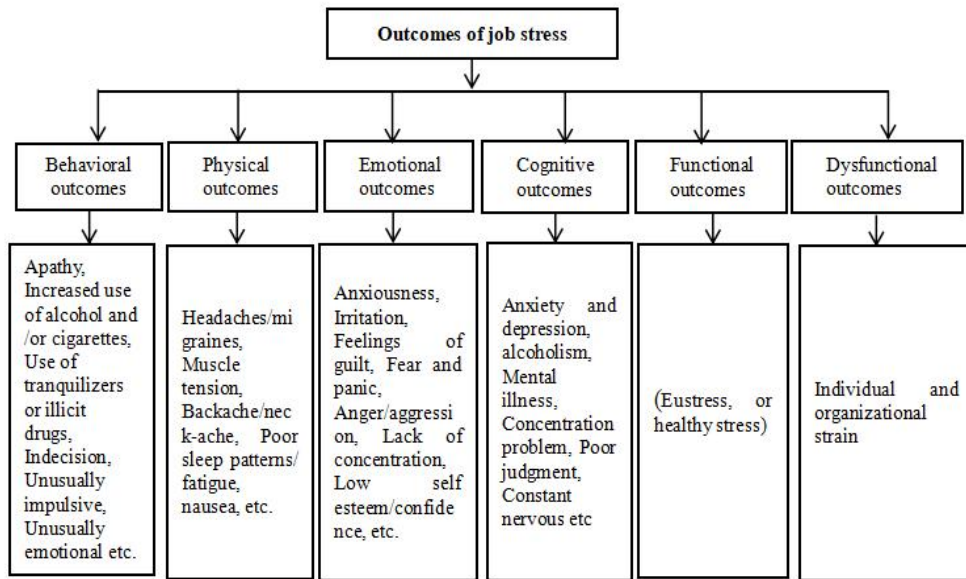


Fig 4: Job stress outcomes

Stress Reduction Strategies

According to Compas, Smith, Saltzman, Thomsen and Wadsworth (2001) Coping strategies are depicted as deliberate and conscious feedback to stress. The stress reduction strategies for reducing or keeping the stress at bay are given below:

- Mindfulness methods (yoga or meditation) aid in well-being benefits like normal hypertension, treat heart disease, minimize prolonged pain, reform sleeping routines, build up knowledge to pay heed and surge attentiveness.
- The national health service has introduced a shock therapy device that deal with depression, stress and anxiety.
- Provide employees vacations, recreational activities, sports after particular time intervals in order to avoid the sense of being secluded, stress, sleeplessness etc.
- Revamp the workplace and the salary package.
- Provide stress management counselling techniques to throw a light on the personal and psychological issues.
- Create congruous work schedules along with demands and duties.
- Avoid tedious & dull job by establishing job rotation.
- Provide a concise job specification, promotion policy and proper communication channel.
- Must organize frequent stress management workshops and offer psychological and spiritual aid as well as assistance with duties and other responsibilities.
- Provide reformed and enhanced training methods.

- Focus on analyzing performance to discover the pros and cons of the employees and provide them appropriate coaching (Burman and Goswami, 2018).
- Emotional regulation (the emotional consequences or outcomes), approach behaviors (issues resolved immediately), reappraisal (modifying the definition of the outcome), and avoidance behaviors (Stanislawski, 2019).
- Set boundaries appropriately, to avoid dreadful situations work early, decline requests, aerobic exercise, optimistic behavior or attitude, tranquility, catnap & take rest well, play (indoor/outdoor) games, listening to music and etc (Aye, Akaneme, Achemu, Eseadi and Mbaji, 2016).
- Positive attitude, accepting unmanageable events, be assertive rather than aggressive, instead of being furious assert emotions, feelings, perceptions or beliefs (Kaplan, Liu and Kaplan, 2005).
- Be healthy, eat healthy, learn to manage time effectively, appropriate boundaries, decline requests, take out time for leisure activities, interests & tranquility and take rest and sleep well (Guterman and Lee, 2005).
- Promote open communication channel to keep stress related to job at bay, To eradicate ambiguous role, there is a need of clarification of role, provide employees rewards because of their hard and smart work, give advice and instruction on job-related obstacles and workers issues and minimize the excessive working hours (Malik, 2011).

Implications and Limitations

Through a systematic literature review, the major concern of the study is on the notion and fundamental comprehension of job stress. In last 20 years the research on job stress in diverse nations and sectors was conducted significantly and this research represents the meticulous understanding of job stress. It is represented via this study that in order to create a stress free atmosphere, diverse job stressors and coping stress strategies are being utilized by a few sectors. However, various job stressors and coping strategies have been discovered in the current review paper. According to this study workshops or webinars must be conducted which will aid employees' to aware about the origin and the detrimental outcomes of the stress on the well- being. Furthermore, it will also aid employees' to know about stress reduction strategies and how to minimize it efficiently. This is deduced via this study that all the research papers are accumulated from Elsevier, Science Direct, Scopus, Emerald, JSTOR, Taylor and Francis and Google Scholar. However, it is quite possible most of the research papers might have been missed out because of inaccessibility of the journals. The other sources like working papers, ebooks, conference proceedings and thesis are not considered in this study.

Conclusion

In a nutshell, according to this study there are more studies of empirical in nature as compared to other studies. Further, most of the research papers are published by the academicians. On the basis of nation wise distribution, United state of America had published plethora number of papers followed by United kingdom and India. Job stress is one of the most severe facet which impacts the employees not only physically & mentally as well as it impacts the personal life

and professional life of them. India has also highlighted the job stress and the issues related to it in the research papers, however a few of the researchers have mentioned how to deal with them. Plethora of investigations have been conducted on job stress but it is observed that coping strategies of job stress may aid the organizations and employees to plummet it. Current review does not only heed on the causes and outcomes of job stress. Moreover, this paper also strives to mention the coping strategies to minimize the stress level or keeping the stress at bay at the workplace. For further analysis, empirical study needs to be conducted on causes, outcomes and coping strategies of job stress and identifying the antecedents impacting job stress in any sector to render possible results.

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