

STRESS MANAGEMENT FACTORS AND ITS INTERRELATIONSHIP WITH JOB SATISFACTION

ANIL KUMAR
ASST. PROFESSOR
CBS GROUP OF INSTITUTIONS
FETEHPURI

NEELAM RATHEE
ASST. PROFESSOR
CBS GROUP OF INSTITUTIONS
FETEHPURI

ABSTRACT

Stress is an adaptive response to an external situation that results in physical, psychological and / or behavior deviations for organizational. Stress can manifest itself in both positive way and a negative way. Level of work stress in any organization can contribute a lot in increasing/decreasing the job satisfaction level of the employees. Proper stress management can definitely improves the efficiency and effectiveness of work performance. In our study, we focus on the employees (teaching staff) of private professional education institutions to find the relationship between the intensity of stress and job satisfaction level. Here we also try to find out the main causes of stress among faculty members as well as the stress management techniques that can be fruitful in this respect. The study will focus on the different-2 factors that determine the composition of stress management in private professional education institutions. For this purpose we use KMO and Bartlett's Test of sphericity, multivariate factor analysis and Z-test. Data was collected from both primary and secondary sources where for primary data a structured questionnaire was constructed which was pilot tested to check reliability. The questionnaire consisted of two parts. The part consisted of details of demographic profile of employees of different -2 professional colleges teaching like age, gender, tenure etc .The second part consists of many questions which involved most important issues that are considered essential for on a 5-point rating scale stress management and its interrelationship with the level of job satisfaction.

KEYWORDS

Demographic, Job satisfaction, Multivariate analysis, professional, Stress management.

INTRODUCTION

 Stress is a universal element experienced by employees around the globe. Stress has become major problem for employer particularly in developing nations where the employer doesn't realize the impact of stress on employee performance which Employee Stress, Managerial Role, Stress Management, Job Performance. Stress has many definitions it is a part of both social and concrete sciences. However, Stress is a universal experience in the life of each and every employee, even executives and managers. This study discloses the impact of stress on employees of organizations regardless of any discrimination of male and female employees, kind of organization, and department (Bashir, Asad 2007). Stress is basically is a mental strain from the internal or external stimulus that refrains a person to respond towards its environment in a normal manner. These stress levels can be internal or external from the doctors, from their personal lives or professional lives (Khuwaja, Ali Khan et al, 2002). It is important to keep in mind that mismanaged stress at the organizational level can prove to be harmful to the overall organization. Work-related stress is additive in nature because the more the existence of stress factors in the working environment, the higher the level of work-related stress the employees suffer from. As a result, mismanaged stress of any type is likely to lead to physical, psychological, and behavioral problems as well as job dissatisfaction among employees (Larson, 2004). The management of people at work is an integral part of the management process. To understand the critical importance of people in the organization is to recognize that the human element and the organization are synonymous. An well-managed organization usually sees an average worker as the root source of quality and productivity gains. Such organizations do not look to capital investment, but to employees, as the fundamental source of improvement. An organization is effective to the degree to which it achieves its goals. An effective organization will make sure that there is a spirit of cooperation and sense of commitment and satisfaction within the sphere of its influence. In order to make employees satisfied and committed to their jobs in academic and research libraries, there is need for strong and effective motivation at the various levels, departments, and sections of the library.

RESEARCH METHODOLOGY

This study is aimed at identification of the factor of stress management and its interrelationship with the level of job satisfaction and underlying the attitude of professional towards stress management in general.

THE INSTRUMENT

For the purpose of this study, 20 statements has been used .These statements are regarding attitude-towards- stress factors its interrelationship with the level of job satisfaction in general and have been presented in the form of a comprehensive model depicting the primary structure of belief and attitudes towards stress management.

LIMITATION OF STUDY

The present study has some limitations. First, the study has been conducted in the professional colleges of two cities (Rohtak, Jhajjar) of Haryana. Naturally, opinion of people of other places may be different. Second, the analysis is based on five point Likert's scale only

THE SAMPLE

The population for the study comprised the professional colleges of two cities (Rohtak, Jhajjar) of Haryana State .A sample of 100 respondents comprising 50 from Jhajjar city's professional colleges and 50 from Rohtak city's Professional colleges was selected on the basis of convenience sampling. The data has been collected personally with the help of well structured and non-disguised questionnaire. Table 1 gives the description of demographic characteristics of the respondents.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT

I
J
R
C
M



A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories

Indexed & Listed at:

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., The American Economic Association's electronic bibliography, EconLit, U.S.A., EBSCO Publishing, U.S.A.,

Index Copernicus Publishers Panel, Poland, Open J-Gate, India [link of the same is duly available at Infilbnet of University Grants Commission (U.G.C.)]

as well as in Cabell's Directories of Publishing Opportunities, U.S.A.

Circulated all over the world & Google has verified that scholars of more than Hundred & Thirty Two countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

www.ijrcm.org.in

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	INNOVATION AS A SECRET FOR ORGANIZATIONAL SUCCESS: A LITERATURE REVIEW BASED ON INNOVATION IN ORGANIZATIONAL ENVIRONMENT <i>IMALI N. FERNANDO & T. C. WIJESINGHE</i>	1
2.	THE IMPACT OF SMALL BUSINESS MANAGEMENT ON PRODUCT QUALITY, PRODUCT FEATURES AND PRODUCT POSITIONING IN IBADAN METROPOLITAN, OYO STATE, NIGERIA <i>DR. HALIRU BALA</i>	5
3.	OWNERSHIP MIX AND FIRM'S RISK TAKING BEHAVIOR: EVIDENCE FROM PAKISTANI CAPITAL MARKET <i>SHAHAB-UD-DIN, DR. UMARA NOREEN & GIRMA TILAHUN</i>	10
4.	THE IMPACT OF STUDENTS' DIVERSITY ON GROUP WORK IN BAHIR DAR UNIVERSITY AND GONDER UNIVERSITY <i>GIRMA TILAHUN</i>	15
5.	A STUDY ON MOTIVES AND AWARENESS LEVELS OF STOCK MARKET INVESTORS – A CASE STUDY WITH REFERENCE TO ANANTAPUR DISTRICT IN A.P. <i>DR. P.BASIAH & K. TEJA PRIYANKA YADAV</i>	22
6.	SERVICE QUALITY AND PATIENT'S SATISFACTION TOWARDS PRIVATE HEALTH CARE INDUSTRIES IN INDIA <i>DR. A. P SINGH & SATENDRA THAKUR</i>	31
7.	IPO'S PERFORMANCE AND ITS RELATIONSHIP WITH QIB SUBSCRIPTIONS AND GRADE <i>DR. R DURAIPANDIAN & SURESH A.S</i>	35
8.	ECONOMICS OF FISHERMEN IN AKOLA DISTRICT <i>DR. ANILKUMAR RATHOD</i>	39
9.	CUSTOMER RELATIONSHIP MANAGEMENT IN INSURANCE SECTOR - A STUDY OF PERCEPTIONS OF CUSTOMERS AND EMPLOYEES IN VISAKHAPATNAM CITY <i>DR. MVS.SRINIVASA RAO</i>	41
10.	AN INNOVATIVE CRITICAL APPROACH TOWARDS ETHICAL BRANDING AND CORPORATE REPUTATION IN BUSINESS WORLD <i>DR. SURENDRA KUMAR & ARUSHI BHASIN</i>	45
11.	IMPACT OF AGGRESSIVE WORKING CAPITAL MANAGEMENT POLICY ON FIRMS' PROFITABILITY <i>A. PALANI & DR. A. PEER MOHIDEEN</i>	49
12.	ORGANISATIONAL SUPPORT FOR CAREER DEVELOPMENT OF EMPLOYEES – A STUDY ON BBK LEATHERS PRIVATE LTD. <i>A. SEEMA & DR. S. SUJATHA</i>	54
13.	PERCEPTION AND CONSUMER BEHAVIOUR TOWARDS PRIVATE LABELS AT RETAIL OUTLET IN CHENNAI CITY – AN EMPIRICAL VIEW <i>V.VARATHARAJ, S. VASANTHA & DR. R.SANTHI</i>	60
14.	THE EFFECTIVENESS OF HUMAN RESOURCE MANAGEMENT PRACTICES ON HOTEL PERFORMANCE <i>DR. HAITHAM M. A. NAKHLEH., NISHA V. PATEL & DR. UMESH R. DANGARWALA</i>	64
15.	ROLE OF RISK AND RETURN IN INVESTMENT DECISIONS AMONG AUTOMOBILE AND BANK STOCKS AND PORTFOLIO SELECTION <i>S.PRAVEENA & DR. K. MAHENDRAN</i>	70
16.	STAKEHOLDERS' ROLE IN SUSTAINABLE TOURISM DEVELOPMENT: A CASE STUDY OF NORTH EAST AND LADAKH <i>VIVEK SHARMA & JEET DOGRA</i>	76
17.	STRESS MANAGEMENT FACTORS AND ITS INTERRELATIONSHIP WITH JOB SATISFACTION <i>ANIL KUMAR & NEELAM RATHEE</i>	80
18.	LEADERSHIP DEVELOPMENT FOR EXCELLENCE: A REVIEW <i>SHRADDHA KULKARNI</i>	86
19.	IMPACT OF TRAINING AND DEVELOPMENT IN PRODUCTIVITY MANAGEMENT– A STUDY <i>VENUKUMAR G</i>	90
20.	DEMAND ESTIMATION UNDER PUSH MARKETING STRATEGY: TOOL TO MITIGATE BULLWHIP EFFECT <i>SACHIN GUPTA</i>	93
21.	THE IMPACT OF WORKING CAPITAL MANAGEMENT ON PROFITABILITY AND LIQUIDITY <i>REKHA RAHEJA, RAJESH BHARDWAJ & PRIYANKA</i>	99
22.	MANAGING EMPLOYEE RETENTION AND TURNOVER IN THE RETAIL SECTOR <i>RASHMI KODIKAL, DR. P PAKKEERAPPA & NIDA AHMED</i>	103
23.	A STUDY ON AWARENESS OF ADVERTISING – WITH SPECIAL REFERENCE TO STUDENTS OF ARTS AND SCIENCE COLLEGES AFFILIATED TO MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI <i>S. JEYARADHA, DR. K. KAMALAKANNAN & V. SANGEETHA</i>	108
24.	PERFORMANCE MANAGEMENT AS EFFECTIVE TOOL FOR SUSTAINABLE COMPETITIVENESS IN THE AIRPORT AUTHORITY OF INDIA <i>DR. KAMESHWAR PANDIT & PREETI RAINA</i>	111
25.	SALES: A LUCRATIVE BASKET FOR CONSUMERS AND SHOPKEEPERS <i>PREETI SODHI & PRATIBHA THAPA</i>	117
26.	CONSUMER PERCEPTION OF BRANDED PETROL IN NAVI MUMBAI <i>DR. ELIZABETH MATHEWS & SANGEETA TANAJI KAMBLE</i>	123
27.	STRESS MANAGEMENT- A COMPARATIVE STUDY OF SELECTED PUBLIC & PRIVATE SECTOR ORGANIZATION IN CHHATTISGARH <i>RUCHI SINHA</i>	126
28.	QUALITY OF WORK LIFE AMONG LIBRARY PROFESSIONALS IN HARYANA STATE <i>SOMVIR & SUDHA KAUSHIK</i>	131
29.	STUDY ON THE ENVIRONMENTAL CONCERNS ON CONSUMERS PURCHASING PATTERNS IN KOLKATA CITY <i>HINDOL ROY</i>	135
30.	INVESTORS ATTITUDE TOWARDS INVESTMENT OPTION IN NELLORE REGION <i>V. G. MURUGAN</i>	139
	REQUEST FOR FEEDBACK	144

CHIEF PATRON

PROF. K. K. AGGARWAL

Chancellor, Lingaya's University, Delhi
Founder Vice-Chancellor, Guru Gobind Singh Indraprastha University, Delhi
Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

PATRON

SH. RAM BHAJAN AGGARWAL

Ex. State Minister for Home & Tourism, Government of Haryana
Vice-President, Dadri Education Society, Charkhi Dadri
President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

DR. SAMBHAV GARG

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

PROF. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

CO-EDITOR

DR. BHAVET

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

University School of Management Studies, Guru Gobind Singh I. P. University, Delhi

PROF. ROSHAN LAL

Head & Convener Ph. D. Programme, M. M. Institute of Management, M. M. University, Mullana

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

DR. SAMBHAVNA

Faculty, I.I.T.M., Delhi

DR. MOHENDER KUMAR GUPTA

Associate Professor, P. J. L. N. Government College, Faridabad

DR. SHIVAKUMAR DEENE

Asst. Professor, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

MOHITA

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadholi, Yamunanagar

ASSOCIATE EDITORS

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PROF. V. SELVAM

SSL, VIT University, Vellore

DR. N. SUNDARAM

Associate Professor, VIT University, Vellore

DR. PARDEEP AHLAWAT

Reader, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

S. TABASSUM SULTANA

Associate Professor, Department of Business Management, Matrusri Institute of P.G. Studies, Hyderabad

TECHNICAL ADVISOR

AMITA

Faculty, Government M. S., Mohali

MOHITA

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadholi, Yamunanagar

FINANCIAL ADVISORS

DICKIN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the area of Computer, Business, Finance, Marketing, Human Resource Management, General Management, Banking, Insurance, Corporate Governance and emerging paradigms in allied subjects like Accounting Education; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Monetary Policy; Portfolio & Security Analysis; Public Policy Economics; Real Estate; Regional Economics; Tax Accounting; Advertising & Promotion Management; Business Education; Management Information Systems (MIS); Business Law, Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labor Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; Public Administration; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism, Hospitality & Leisure; Transportation/Physical Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Digital Logic; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Multimedia; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic and Web Design. The above mentioned tracks are only indicative, and not exhaustive.

Anybody can submit the soft copy of his/her manuscript **anytime** in M.S. Word format after preparing the same as per our submission guidelines duly available on our website under the heading guidelines for submission, at the email addresses: info@ijrcm@gmail.com or info@ijrcm.org.in.

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1. **COVERING LETTER FOR SUBMISSION:**

DATED: _____

THE EDITOR
IJRCM

Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF _____.

(e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)

DEAR SIR/MADAM

Please find my submission of manuscript entitled '_____ ' for possible publication in your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it under review for publication elsewhere.

I affirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s).

Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of the journal & you are free to publish our contribution in any of your journals.

NAME OF CORRESPONDING AUTHOR:

Designation:

Affiliation with full address, contact numbers & Pin Code:

Residential address with Pin Code:

Mobile Number (s):

Landline Number (s):

E-mail Address:

Alternate E-mail Address:

NOTES:

- a) The whole manuscript is required to be in **ONE MS WORD FILE** only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript.
- b) The sender is required to mention the following in the **SUBJECT COLUMN** of the mail:
New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)
- c) There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript.
- d) The total size of the file containing the manuscript is required to be below **500 KB**.
- e) Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.
- f) The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.

2. **MANUSCRIPT TITLE:** The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

3. **AUTHOR NAME (S) & AFFILIATIONS:** The author (s) **full name, designation, affiliation (s), address, mobile/landline numbers**, and **email/alternate email address** should be in italic & 11-point Calibri Font. It must be centered underneath the title.

4. **ABSTRACT:** Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

5. **KEYWORDS:** Abstract must be followed by a list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.
6. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER**. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
7. **HEADINGS:** All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
8. **SUB-HEADINGS:** All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
9. **MAIN TEXT:** The main text should follow the following sequence:

INTRODUCTION**REVIEW OF LITERATURE****NEED/IMPORTANCE OF THE STUDY****STATEMENT OF THE PROBLEM****OBJECTIVES****HYPOTHESES****RESEARCH METHODOLOGY****RESULTS & DISCUSSION****FINDINGS****RECOMMENDATIONS/SUGGESTIONS****CONCLUSIONS****SCOPE FOR FURTHER RESEARCH****ACKNOWLEDGMENTS****REFERENCES****APPENDIX/ANNEXURE**

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed **5000 WORDS**.

10. **FIGURES & TABLES:** These should be simple, centered, separately numbered & self explained, and **titles must be above the table/figure**. Sources of data should be mentioned below the table/figure. It should be ensured that the tables/figures are referred to from the main text.
11. **EQUATIONS:** These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
12. **REFERENCES:** The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per the following:
 - All works cited in the text (including sources for tables and figures) should be listed alphabetically.
 - Use (ed.) for one editor, and (ed.s) for multiple editors.
 - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
 - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
 - The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
 - For titles in a language other than English, provide an English translation in parentheses.
 - The location of endnotes within the text should be indicated by superscript numbers.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:**BOOKS**

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19-22 June.

UNPUBLISHED DISSERTATIONS AND THESES

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITE

- Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

TABLE 1: DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

	Number of Respondents	Percentage
Age		
0 to 25 years	10	10%
25-35 years	45	45%
35-55 years	35	35%
Above-55 years	5	5%
Sex		
Male	60	60%
Female	40	40%
Education		
Under Graduation	20	20%
Graduation	30	30%
Post-Graduation	35	35%
PhD	5	5%
Income		
Below Rs 10,000	20	20%
Rs 10,000-Rs 20,000	25	25%
Rs20,001-30,000	35	35%
Above Rs-30,000	20	20%
Marital Status		
Married	75	75%
Unmarried	25	25%
Work Experience		
Below-10 years	65	65%
11-20 years	20	20%
21-30 years	10	10%
Above-35	5	5%

SURVEY ITEMS

Twenty attributes that were identified as per survey were rated on five point Likert scales ranging from 1 to 5 i.e strongly disagree to strongly agree.

TABLE 2: THE ATTRIBUTES OF THE SURVEY

Factors of Stress Management
1.Satisfaction with your job decrease your Stress
2. Line staff conflicts and poor relationship among colleagues increase intensity of stress among them
3. Good Communication Channel with management can be reduce stress among employees
4. Salary and other monetary benefits according to the potential of employees can reduce stress among employees
5. Job Security is the most important factor to manage stress.
6. Good relationship with superiors and subordinates can reduce your stress
7. Advance Loan Facility provided by your organization , can be a factor of stress management
8.Comfortability with job can reduce your stress
9. Good Gender Relationship may be factor of stress management
10.Job assignment according to specialization reduces job related stress
11. Grievances Handling System within job can be a factor of stress management
12. Good Working environment can decrease your stress
13. Promotional and growth Opportunities prevent job related stress
14. Effective Performance Appraisal System can play important role in management of stress
15. Adequate appreciation of work and performance feedback proves helpful in managing stress.
16. Advanced teaching aids reduce job stress
17. Recognition of work/efforts reduces stress
18. Physical and mental strain causes job stress
19.Compatability between the personal goals of staff members with institutional goals can be helpful in managing stress
20. Centralized authority and decision making are sometimes responsible for increasing job stress

DATA ANALYSIS**1. FACTOR ANALYSIS**

On the basis of the research objective, multivariate analysis model was selected In order to find out the dimensionality of beliefs toward the factor of stress management and its interrelationship with the level of job satisfaction; a factor analytic technique has been used. Factor analysis has been applied to the response of all 100 respondents regarding statements above **Table2 above**, measured on a five point Likert Scale. In order to test the suitability of the data for factor analysis, the correlation matrix was computed and examined. The results indicated that there were enough correlations to justify the application of factor analysis. Before test applying factor analysis; data were tested by Bartlett's test and Kaiser- Meyer-Olken (KMO) measures. The Bartlett's test examines the null Hypothesis that variables are not correlated. The calculated value of chi-square was 906.396 (degree of freedom 190 and significance .000) which were greater than tabulated value at 5% significant level. Therefore, null hypothesis was rejected and variables were correlated. To measure sampling adequacy for factor analysis, Kaiser- Meyer-Olken was employed. The measured value was .636, which was greater than 0.50 that indicated (values between .50 to 1.00) appropriateness of sample .The factor analysis model was applied with principle component analysis as extracted method followed by varimax rotation. All factor loadings greater than .40 (ignoring signs) have considered for further analysis. Seven factors were extracted which accounted for 73.903 percent of the total variance. The percentage of total variance is used as an index to determine how well the total factor solution accounts for what the variables together represent. The results of principle component Analysis with Varimax rotation for overall sample are shown in Table7. The Eigen values of factors/ components were 19.796, 13.586, 11.156, 9.180, 8.209, 6.612 and 5.363 respectively, which explained 73.903 of total factors variance.

TABLE-3: KMO AND BARTLETT'S TEST

Kaiser-Meyer-Olkin Measure of Sampling Adequacy	.636
Bartlett's Test of Sphericity	Approx. Chi-Square
	906.396
	Df
	190
	Sig.
	.000

TABLE-4: DESCRIPTIVE STATISTICS

	Mean	Std. Deviation	Analysis N
VAR00001	3.9200	.97110	100
VAR00002	3.6800	.98350	100
VAR00003	3.7700	.83913	100
VAR00004	3.2800	.56995	100
VAR00005	3.6800	1.01384	100
VAR00006	3.8600	.87640	100
VAR00007	3.7800	.94900	100
VAR00008	3.2000	.63564	100
VAR00009	4.0500	.47937	100
VAR00010	4.4800	.85847	100
VAR00011	3.6300	1.03138	100
VAR00012	3.6700	.87681	100
VAR00013	3.9300	.80723	100
VAR00014	3.4000	.60302	100
VAR00015	3.6300	.84871	100
VAR00016	3.5000	.81029	100
VAR00017	3.8300	.89955	100
VAR00018	3.9900	.84680	100
VAR00019	4.0000	.77850	100
VAR00020	3.7800	.87132	100

TABLE-5: COMMUNALITIES

	Initial	Extraction
VAR00001	1.000	.697
VAR00002	1.000	.606
VAR00003	1.000	.707
VAR00004	1.000	.790
VAR00005	1.000	.718
VAR00006	1.000	.832
VAR00007	1.000	.752
VAR00008	1.000	.798
VAR00009	1.000	.632
VAR00010	1.000	.703
VAR00011	1.000	.880
VAR00012	1.000	.712
VAR00013	1.000	.659
VAR00014	1.000	.710
VAR00015	1.000	.891
VAR00016	1.000	.841
VAR00017	1.000	.913
VAR00018	1.000	.698
VAR00019	1.000	.591
VAR00020	1.000	.653

Extraction Method: Principal Component Analysis.

TABLE-6: TOTAL VARIANCE EXPLAINED

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.959	19.796	19.796	3.959	19.796	19.796	3.363	16.817	16.817
2	2.717	13.586	33.382	2.717	13.586	33.382	2.367	11.837	28.654
3	2.231	11.156	44.539	2.231	11.156	44.539	2.061	10.305	38.959
4	1.836	9.180	53.719	1.836	9.180	53.719	2.008	10.038	48.997
5	1.642	8.209	61.928	1.642	8.209	61.928	1.788	8.941	57.938
6	1.322	6.612	68.540	1.322	6.612	68.540	1.640	8.202	66.140
7	1.073	5.363	73.903	1.073	5.363	73.903	1.553	7.763	73.903
8	.835	4.177	78.081						
9	.681	3.406	81.486						
10	.581	2.906	84.393						
11	.571	2.853	87.246						
12	.532	2.660	89.905						
13	.443	2.214	92.120						
14	.390	1.952	94.072						
15	.360	1.801	95.873						
16	.278	1.392	97.265						
17	.191	.957	98.222						
18	.156	.781	99.003						
19	.124	.621	99.624						
20	.075	.376	100.000						

Extraction Method: Principal Component Analysis.

TABLE-7: COMPONENT MATRIX^a

	Component						
	1	2	3	4	5	6	7
VAR00001	-.188	-.163	-.328	-.120	-.550	.255	.381
VAR00002	.075	-.138	.090	-.574	.377	.012	.318
VAR00003	.133	-.439	-.356	.306	.321	-.337	-.243
VAR00004	-.564	-.378	.240	.485	-.106	-.145	.063
VAR00005	.050	-.036	.453	.138	.529	.322	-.326
VAR00006	-.678	.143	.397	.200	.047	.205	.333
VAR00007	-.077	.092	-.173	.286	.465	.639	.034
VAR00008	-.229	-.673	.274	.322	.116	-.084	.305
VAR00009	-.383	.355	.072	.582	-.041	.111	-.025
VAR00010	.441	-.087	-.543	-.156	.258	.300	.157
VAR00011	.825	-.233	-.084	.301	.124	-.176	.026
VAR00012	-.213	.539	.197	-.078	.342	-.414	.209
VAR00013	.081	.505	-.121	.053	.432	-.074	.433
VAR00014	-.390	.162	-.457	.145	.244	-.480	.106
VAR00015	.809	.032	.113	.389	-.068	.007	.259
VAR00016	.696	.274	.495	-.067	-.101	-.127	.068
VAR00017	.805	.003	.414	.236	-.136	.019	.137
VAR00018	-.049	.761	.162	-.049	-.056	-.005	-.291
VAR00019	.079	.612	-.187	.289	-.291	.021	.083
VAR00020	.201	.251	-.635	.371	-.054	.068	-.040

Extraction Method: Principal Component Analysis.

a. 7 components extracted.

TABLE 8: ROTATED COMPONENT MATRIX^a

	Component						
	1	2	3	4	5	6	7
VAR00001	-.145	.092	-.219	.000	-.248	-.737	.120
VAR00002	-.027	-.005	-.126	-.732	.211	.033	.088
VAR00003	-.034	.237	.793	-.005	-.039	.130	.042
VAR00004	-.247	.756	-.041	.339	-.066	.045	-.186
VAR00005	.073	.093	-.116	-.039	-.089	.784	.256
VAR00006	-.306	.467	-.621	.234	.257	.089	.076
VAR00007	-.104	.044	-.067	.138	.033	.244	.809
VAR00008	.033	.879	.053	-.115	-.080	.038	-.014
VAR00009	-.137	.161	-.190	.697	.192	.112	.127
VAR00010	.152	-.267	.323	-.331	-.027	-.222	.587
VAR00011	.744	.012	.552	-.080	-.057	.037	.098
VAR00012	-.096	-.094	-.161	.013	.763	.192	-.222
VAR00013	.124	-.144	-.047	-.016	.729	-.014	.299
VAR00014	-.433	.074	.394	.168	.549	-.167	-.057
VAR00015	.911	.000	.152	.100	.029	-.069	.149
VAR00016	.783	-.274	-.187	-.103	.082	.178	-.261
VAR00017	.942	-.015	-.040	.004	-.104	.102	-.048
VAR00018	-.048	-.569	-.304	.365	.240	.252	-.158
VAR00019	.159	-.346	-.118	.552	.240	-.258	.060
VAR00020	.060	-.280	.405	.423	.080	-.294	.368

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 12 iterations.

TABLE 9: DIFFERENT FACTORS

	Component						
	1	2	3	4	5	6	7
Faculty Training and Development Programme plays a pivotal role in job related stress reduction	.942						
Adequate appreciation of work and performance feedback proves helpful in managing stress.	.911						
Advanced teaching aids reduce job stress	.783						
Grievances Handling System within job can be a factor of stress management	.744						
Comfort ability with job can reduce your stress	.879						
Salary and other monetary benefits according to the potential of employees can reduce stress among employees	.756						
Physical and mental strain causes job stress	.569						
Good Communication Channel with management can be reduce stress among employees	.793						
Good relationship with superiors and subordinates can reduce your stress	-.621						
Line staff conflicts and poor relationship among colleagues increase intensity of stress among them				-.732			
Good Gender Relationship may be factor of stress management				.697			
Compatibility between the personal goals of staff members with institutional goals can be helpful in managing stress				.552			
Centralized authority and decision making are sometimes responsible for increasing job stress.				.423			
Good Working environment can decrease your stress					.763		
Promotional and growth Opportunities prevent job related stress					.729		
Effective Performance Appraisal System can play important role in management of stress					.549		
Job Security is the most important factor to manage stress						.784	
Satisfaction with your job decrease your Stress						-.737	
Advance Loan Facility provided by your organization, can be a factor of stress management							.809
Job assignment according to specialization reduces job related stress							.587

2. Z-TEST ANALYSIS

2.1 Hypothesis for Z-test for each factor of Stress Management

H_0 : There is no significance difference between the means score of Rohtak and Jhajjar cities professional education institution's teaching staff about each stress management factors

H_1 : There is significance difference between the means score of Rohtak and Jhajjar cities professional education institution's teaching staff about each stress management factors

2.2 Statistical Test

The Z – Test is chosen because the data are interval and two samples large and independent

2.3 Significance Level (α) = 0.05 (two –tailed test)

The Stress Management Factors:

TABLE10: THE Z-TEST (TWO TAILED TEST, SIGNIFICANCE LEVEL-0.05)

Stress Factors	Rohtak City Sample		Jhajjar City Sample		Calculated Value(Z)	Critical Value	Comparison	S/NS
	Mean	Stand Dev.	Mean	Stand Dev.				
V ₁	3.94	.9564	3.90	.9948	.205	1.96	.205 < 1.96	NS
V ₂	3.74	.9858	3.62	.9979	.608	1.96	.608 < 1.96	NS
V ₃	3.96	.7273	3.58	.9055	2.313	1.96	2.313 > 1.96	S
V ₄	3.32	.6528	3.24	.4764	.700	1.96	.700 < 1.96	NS
V ₅	3.76	1.001	3.60	1.030	.788	1.96	.788 < 1.96	NS
V ₆	3.62	.7529	4.10	.9313	2.834	1.96	2.834 > 1.96	S
V ₇	3.78	.9538	3.78	.9538	.000	1.96	.000 < 1.96	NS
V ₈	3.46	.7615	7.94	.3136	4.464	1.96	4.464 > 1.96	S
V ₉	3.92	.4882	4.18	.43753	2.804	1.96	2.804 > 1.96	S
V ₁₀	4.72	.6074	4.24	1.001	2.898	1.96	2.898 > 1.96	S
V ₁₁	4.28	.8091	4.06	.7951	8.103	1.96	8.103 > 1.96	S
V ₁₂	3.28	.7570	4.06	.8184	4.947	1.96	4.947 > 1.96	S
V ₁₃	3.74	.8526	4.12	.7182	2.410	1.96	2.410 > 1.96	S
V ₁₄	3.18	.5225	3.62	.6024	3.902	1.96	3.902 > 1.96	S
V ₁₅	4.14	.9037	3.12	.3282	7.501	1.96	7.501 > 1.96	S
V ₁₆	3.76	.8703	3.24	.6565	3.373	1.96	3.373 > 1.96	S
V ₁₇	4.42	.7024	3.24	.6565	8.678	1.96	8.678 > 1.96	S
V ₁₈	3.62	.8780	4.36	.6311	4.839	1.96	4.839 > 1.96	S
V ₁₉	3.89	.7917	4.16	.7384	2.095	1.96	2.095 > 1.96	S
V ₂₀	3.68	.9570	3.88	.7730	1.105	1.96	1.105 < 1.96	NS

Note: NS- Not Significant, S-Significant

FINDINGS OF COMPARISON Z-TEST ABOUT STRESS MANAGEMENT FACTORS

There is **no significance** difference between the means score of Rohtak and Jhajjar cities professional education institution's teaching staff about the followings factors of stress management

1. Satisfaction with your job decreases your Stress
2. Line staff conflicts and poor relationship among colleagues increase intensity of stress among them
3. Salary and other monetary benefits according to the potential of employees can reduce stress among employees
4. Job Security is the most important factor to manage stress
5. Advance Loan Facility provided by your organization, can be a factor of stress management
6. Centralized authority and decision making are sometimes responsible for increasing job stress

There is **significance** difference between the means score of Rohtak and Jhajjar cities professional education institution's teaching staff about the following factors of stress management

1. Good Communication Channel with management can reduce stress among employees
2. Good relationship with superiors and subordinates can reduce your stress

3. Comfort ability with job can reduce your stress
4. Good Gender Relationship may be factor of stress management
5. Job assignment according to specialization reduces job related stress
6. Grievances Handling System within job can be a factor of stress management
7. Good Working environment can decrease your stress
8. Promotional and growth Opportunities prevent job related stress
9. Effective Performance Appraisal System can play important role in management of stress
10. Adequate appreciation of work and performance feedback proves helpful in managing stress
11. Advanced teaching aids reduce job stress
12. Recognition of work/efforts reduces stress
13. Physical and mental strain causes job stress
14. Compatibility between the personal goals of staff members with institutional goals can be helpful in managing stress

SUGGESTIONS

The main aim of the study was an in-depth examination of the relationship of stress management factors and its interrelationship with job satisfaction Based on the findings evolved from the investigation, the investigator made an attempt to put forth the following suggestions :

- 1) To improve the Quality of Work Life can improve the performance as well as reduce the stress among employee.
- 2) All employees may be given due participation while framing policies in the organisation they serve, which will give them a feeling of being a part of the whole. This will help them to contribute to the achievement of the institution's goals.
- 3) Fringe benefits given to the staff may be enhanced their skills and motivate them do something better. The employees shall be provided with canteen, crèche, recreation and entertainment, health facilities etc. in their work place.
- 4) Satisfaction with plays vital role to reduce stress among employees, this factor of stress management both the cities' (Rohtak & Jhajjar) employees is equal effect.
- 5) Comfortableness with job like: Job security, monetary benefits, good grievance committee, good working environment, chance of growth factors are most important to reduce stress among employees.
- 6) After using companions test, both the cities have some difference about some factors of stress management theses factor can be handle after creating good working environment.

REFERENCES

1. Richard I. Levin & David S. Rubin, "Statistics for Management" 7th Edition Prentice- Hall, Upper Saddle River, New Jersey.
2. Naresh K. Malholtra & Satyabhushan Dash, "Marketing Research: An Applied Orientation" Sixth Edition PEARSON Prentice Hall.
3. Spector, P. E., (1997). Job satisfaction: Application, assessment, causes, and consequences. London: Sage Publications.
4. Bashir, Asad 2007, Employees' Stress and Its Impact on Their Performance, First Proceedings of International Conference on Business and Technology, Pages 156-161, Iqra University Islamabad.
5. Khuwaja, Ali Khan e.t. al 2002, Comparison of Job Satisfaction and Stress Among Male and Female Doctors in Teaching Hospitals of Karachi, Department of Community Health Sciences, The Aga Khan University.
6. Behrman, D. & Perreault, W. 1984, "A role stress model of the performance and satisfaction of industrial salesperson", Journal of Marketing, vol. 48, pp. 9 - 21.
7. Margolis, B.L, Kroes, W.H., & Quinn, R.P. 1974, "Job stress: an unlisted occupational hazard", Journal of Occupational & Environmental Medicine, vol. 16, pp. 659 - 661.
8. Storey, J. and Barnett, E. (2000), "Knowledge management initiatives: learning from failure", Journal of Knowledge Management, Vol. 4 No. 2, pp. 145-56.
9. Larson, L.L. 2004, "Internal auditors and job stress", Managerial Auditing Journal, vol. 19, pp. 1119 - 1130.
10. Ayeni.C.O & Popool S.O.2007. Work Motivation, Job Satisfaction, and Organisational Commitment of Library Personnel in Academic and Research Libraries in Oyo State, Nigeria" Library Philosophy and Practice, ISSN 1522-0222.

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce and Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mails i.e. **infoijrcm@gmail.com** or **info@ijrcm.org.in** for further improvements in the interest of research.

If you have any queries please feel free to contact us on our E-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

