

## Stress Level of Working Women with Special Reference to Residence of Agra: An Analytical Study of Dayalbagh Colonies

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### ABSTRACT

*Working women are handling two important tasks. These tasks are, justifying the responsibilities at work place and handling the responsibilities at home front. Balancing these two roles at home and work is very challenging task and causes stress at different levels. Different facets evolve stress in working women's life. These stresses cause the imbalance at the front of work and handling family responsibility. This research is devoted towards finding the root causes of the existing problems faced by the working women. The study is focusing on the stress caused to working women of Dayalbagh colonies. A sample of 100 working women residing in Dayalbagh colonies area participated in this study. The inventory used is based on 5 point scale.*

### I INTRODUCTION

Women are playing a vital role in the economic and social development of the nations all over the world. Working women have a whole set of problems involving both family and professional lives. Women have to play their role as a wife, a mother and an earner. They have to manage their career while maintaining traditional roles. That means for working women it is two sets of overlapping responsibilities.

### II STRESS

It was first introduced in the life sciences by 'Hans Selye' in 1936. It is a concept borrowed from the natural science. Hans defined stress as "the nonspecific response of the body to any demand placed upon it". The concept of stress is derived from the Latin word 'stringer'. ; it meant the experience of physical hardship, starvation, torture and pain.

We live in stressful times. We are holding down two or more jobs. We are putting up with heavy job loads and unreasonable demands. We are swallowing outrage and frustration with unfair situations and irrational superiors because we cannot afford to be laid off or fired. Or we have already been laid off and we are struggling to find another job. Or we have given up and are coping with unemployment. Outside strains like these are called **stressors**. Stressors are the barely-tolerable pressures that bring us unhappiness and, eventually, disease. Some people hardly seem to be affected by stressors. They maintain a sense of perspective and a sense of humour. They remain calm in the midst of adversity and catastrophe. Other people are overwhelmed by a lesser number and intensity of stressors and slide downhill, losing relationships,

jobs, and eventually their mental and physical health. The physiological and psychological responses to situations or events that disturb the equilibrium of an organism constitute stress.

### III TYPES OF STRESS

- (a) **Physical Stress** – intense exertion, manual labour, lack of sleep, travel;
- (b) **Chemical Stress** – drugs, alcohol, caffeine, nicotine and environmental pollutants such as cleaning chemicals or pesticides;
- (c) **Mental Stress** – perfectionism, worry, anxiety, long work hours;
- (d) **Emotional Stress** – anger, guilt, loneliness, sadness, fear;
- (e) **Nutritional Stress** – food allergies, vitamin and mineral deficiency;
- (f) **Traumatic Stress** – injuries or burns, surgery, illness, infections, extreme temperatures;
- (g) **Psycho-Spiritual Stress** – troubled relationships, financial or career pressures, challenges with life goals, spiritual alignment and general state of happiness.

### IV PHYSICAL AND PSYCHOLOGICAL SIGNS AND SYMPTOMS OF STRESS IN WOMEN

Symptoms of stress in women vary between individuals and their coping mechanisms and personal stress thresholds. Below is a list of common signs and symptoms of stress in women. Some of the systems of stress may also be indicators of disease and illness and therefore should not be ignored. Consultation with a doctor is advised if these symptoms are causing problems with day to day activities.

## V SIGNS AND SYMPTOMS OF STRESS IN WOMEN

PHYSICAL	PSYCHOLOGICAL
High blood pressure	Insomnia
Shortness of breath	Comfort eating or anorexia
Chest pain	Feelings of insecurity
Fatigue	Depression
Stomach cramps	Changes in close relationships
Crying	Decreased productivity
Headaches	Job dissatisfaction
Muscle aches including back pain and neck pain	Feelings of insecurity and low self worth
Diminished or increased sex drive	Anxiety
Dizziness	Poor memory
Indigestion	Poor concentration
Constipation or diarrhoea	Anger and hostility
Increased perspiration	Difficulty making decisions
Skin problems	Frequent mood swings
Hair loss	Negative thinking
Weight gain or loss	Distractibility
Over eating	Feeling overwhelmed or helpless

## VI REVIEW OF LITERATURE

S.NO.	PUBLICATION	AUTHOR NAME	YEAR	TOPIC	OBJECTIVES	FINDINGS
1.	International Journal of Scientific & Engineering Research,	Kanta Devi	2016	Level of stress among working and non-working women in Chandigarh	To assess the level of stress among working and non-working women. To compare the level of stress among working and non-working women.	The study revealed that the stress level was higher in non-working women as compared to working women. There was significant association between stress level and age of the participants among both working and non-working women.. The association between stress level and family income revealed significant association among working women and Non-significant association among non-working women.
2.	Journal of Psychology & Psychotherapy	Muntazir Maqbool Kermanc	2016	A Psychological Study on Stress among Employed Women and Housewives.	To find out the stress level of employed women. To find out the stress level of	The stress level was high among the Employed women in comparison to house wives.

					unemployed women. To compare the stress level of employed and unemployed women.	
3.	SAMZODHANA – “Journal of Management Research”	Dr. Anil Kumar	2014	Occupational stress among working women: an empirical Analysis.	To find out the major factors responsible for occupational stress among working women.	It was found that working women above 55 years faces the problem of occupational stress more as compared with other age groups.
4.	IOSR Journal of Business and Management	Dr.Latha Krishnan	2014	Factors Causing Stress among Working Women and Strategies to Cope Up.	To examine the various factors contributing to stress among working women. To identify the impact of the stress management techniques used by working women. To analyze the mental and physical stress among working women.	The findings of the study reveal that under socio-economic stressors unexpected guests, followed by absence of domestic help causes major stress among working women. Similarly being perfectionist with unnecessary worries which cause psychological set back among working women.

## VII RESEARCH GAP

Researcher's study is based on Stress level of working women with special reference to residing in Dayalbagh colonies. the previous studies available considers all women's groups –working and non-working, teacher and nurses etc. But researcher concentrate on stress level of working women and it will regarding difference in stress level between married and unmarried working women. Because married women stress also affected by children, home environment, family structure etc. but in case of unmarried does not affect these factors like children, family structure etc.

## VIII NEED OF THE STUDY

As in Dayalbagh colony it is found that most of the females residing are working women's. This study is taken as research work to explore the significant differences between married and unmarried working women's and their stress level. The parameters are taken for consideration such as: Income, Environmental factor, Health factor, Work load, Working hours, Emotional factor, Behavioural factor, job satisfaction etc.

## IX OBJECTIVES OF THE STUDY

- To find out the major factors responsible (causes) for working women stress residing in Dayalbagh colonies.
- To analyse stress level of educated working women in Dayalbagh colonies.

- To analyze married working women stress level-

- working in dayalbagh institutions.
- working in other institutions.

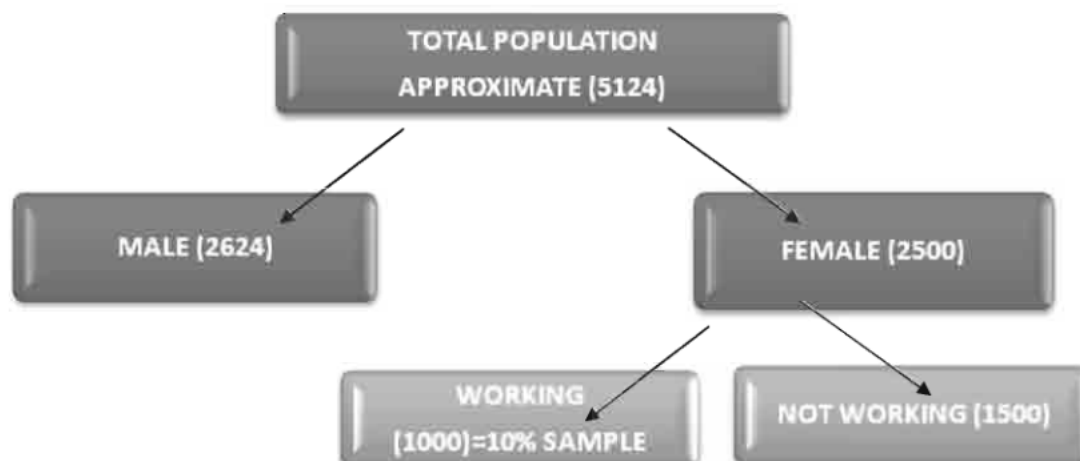
## X RESEARCH METHODOLOGY

- Research Type**-The research design adopted for this study is Descriptive Research.
- Sampling Techniques**-The next step in research study after collecting data is the sampling process. Random sampling techniques are use in this study because of personal consult with working women's. Also we take a structured interview and questionnaire, schedule.
- Sample Size**-The study was conducted on 100 working women's from located Dayalbagh colonies Agra.
- Sample Area**-All the 6 Dayalbagh colonies.
  - Saran Ashram Nagar
  - Karyvir Nagar
  - Prem Nagar
  - Vidyut Nagar
  - Swet Nagar
  - Soami Nagar.
- Tools for Analyzing:**  
In carrying out this study, the data collected through the responses given in the questionnaire will be analyzed with the use of statistical method like;
- Presentation**
  - Diagram
  - Graph
  - Tabular

(g) **Analytical**

- Mean,
- Weighted average mean

- Percentile

**XI SAMPLE DESIGNING**

A sample of 1000 working women was taken to meet the sample adequacy, for conducting factor analysis number of sample working women for the study were selected from the total population. For the purpose of the study (1000 working women residing in dayalbagh colonies) 10% of the samples were selected. sample working women were selected by using simple random sampling from three segments by using lottery method because of

easy accessibility and affordability. This study is limited to a particular working women those who are classified into two parts women working in dayalbagh institutions and other institutions. 970 response filled in questionnaire were finalised, non response rate was 30.

Total sample size = 1000 (10% = 100)

Total response = 970 (10% = 97)

Total non response = 30 (10% = 3)

CATEGORY (SAMPLE)	WORKING DAYALBAGH INSTITUTIONS	IN WORKING IN OTHER INSTITUTIONS	TOTAL
MARRIED	60 (83.14%)	10 (13.85%)	70 (100%)
UNMARRIED	7 (25.15%)	20 (71.07%)	27 (100%)
TOTAL	67 (69.04%)	30 (30.92%)	97 (100%)

Working women Table shows that out of 1000(97) working women residing in dayalbagh colonies working in dayalbagh institutions, 67(69.04%) and the remaining 30 (30.92%) working women working in other institutions. Among the total working women are belonging to married working women and the remaining 27 are belonging to unmarried working women. Among the 70 married working women residing in dayalbagh colonies and 10 (13.85%) are married working women work in other institutions and remaining 60(83.14%) are working women in dayalbagh institutions. Among the 27 unmarried working women, 20 (71.07%) are unmarried working women work in other institutions and 7(25.15%) unmarried working women working in dayalbagh institutions.

**XII DATA INTERPRETATION AND ANALYSIS****(a) Working Women Population in Dayalbagh Colonies**

Total no. of respondent	Respond	Not respond
Married	70	2
unmarried	27	1
Total 100	97	3

RESPONSE = 97

MARRIED = 70

UNMARRIED = 27

WORKING IN  
DAYALBAGH  
INSTITUTIONS  
60

WORKING IN  
OTHER  
INSTITUTIONS  
10

WORKING IN  
DAYALBAGH  
INSTITUTIONS  
7

WORKING IN  
OTHER  
INSTITUTIONS  
20

Non –Response = 3, Total=100  
Married Working Women-70

**Table 1**  
**Showing Causes of Stress & Their Frequency**

PARTICULARS	ALMOST ALWAYS (5)	MOST OF THE TIME (4)	SOME OF THE TIMES (3)	ALMOST NEVER (2)	NEVER (1)	WEIGHTED MEAN	W.M. IN %
Noise	8	18	18	12	14	2.914285714	7.09318498
Poor/inadequate lighting	12	10	20	8	20	2.8	6.81502086
Excessive heat	8	22	17	9	11	2.971428571	7.23226704
Overcrowd	8	12	10	25	15	2.614285714	6.36300417
Poor ventilation	8	8	16	28	10	2.657142857	6.46731572
Poor maintenance of equipment	6	16	20	15	13	2.814285714	6.84979138
Inability to concentrate	4	26	15	12	13	2.942857143	7.16272601
Dust or fumes	5	19	24	12	10	2.957142857	7.19749652

Shift work	4	6	20	14	26	2.257142857	5.49374131
Inadequate break times	4	12	23	18	13	2.657142857	6.46731572
Unsocial hours	8	10	12	25	15	2.585714286	6.29346314
Unfair distribution of work	3	13	22	18	14	2.614285714	6.36300417
Repetitive / boring work	9	12	15	8	26	2.571428571	6.25869263
Meeting deadlines	6	20	15	22	7	2.942857143	7.16272601
Job insecurity,	3	17	1	20	29	2.214285714	5.38942976
Poor supervision	5	8	15	18	24	2.314285714	5.63282337
Very heavy workload	7	11	27	15	10	2.857142857	6.95410292
Under-utilization of skills	2	24	22	7	15	2.871428571	6.98887344
					<b>TOTAL</b>	41.08571429	

In this table researcher find out the weighted mean of each particulars causes of stress in work place ,In which higher weighted average come for excessive heat[7.23], inability to concentrates [7.16],poor maintenance of equipments [6.84],very heavy workload [6.9], noise[7] , overcrowd[6.3] and so on. As per the analyses says that the cause of stress in work place for married working women in dayalbagh colony .

**Table :2**  
**Table showing how working relations affect stress levels:**

<b>PARTICULARS</b>	<b>ALMOST ALWAYS (5)</b>	<b>MOST OF THE TIME (4)</b>	<b>SOME OF THE TIMES (3)</b>	<b>ALMOST NEVER (2)</b>	<b>NEVER (1)</b>	<b>WEIGHTED MEAN</b>	<b>W.M. IN %</b>
Poor relations with supervisor	5	7	10	19	29	2.14285714	15.625
Poor relations with workmates	6	5	6	21	32	2.02857143	14.7916667
Harassment/ discrimination	2	11	16	19	22	2.31428571	16.875
Impersonal treatment	6	9	19	8	28	2.38571429	17.3958333
Lack of communication from management	4	10	25	12	19	2.54285714	18.5416667
Working with the public	2	17	5	22	24	2.3	16.7708333
					<b>TOTAL</b>	13.7142857	

**Table 3:**  
**It shows control over job and freedom to exercise job-authority:**

<b>PARTICULARS</b>	<b>ALMOST ALWAYS (5)</b>	<b>MOST OF THE TIME (4)</b>	<b>SOME OF THE TIMES (3)</b>	<b>ALMOST NEVER (2)</b>	<b>NEVER (1)</b>	<b>WEIGHTED MEAN</b>	<b>W.M. IN %</b>
You are able to plan your own work	29	30	6	4	1	4.17142857	19.7831978
You can participate in decision making for your own job	21	22	19	5	3	3.75714286	17.8184282
You have some control over the place/content of your work	18	23	12	10	7	3.5	16.598916
You have no control at all	0	3	16	21	30	1.88571429	8.94308943
Are underpaid	5	8	16	14	27	2.28571429	10.8401084
Are undervalued	6	8	12	10	34	2.17142857	10.298103
Receive appreciation for good work	9	22	27	6	6	3.31428571	15.7181572
					<b>TOTAL</b>	21.0857143	

**Table: 4**  
**Showing the Indicators of Stress among Unmarried Working Womens.**

Indicators	Danger[5]	very high[4]	high[3]	medium [2]	low [1]
Physical indicators point total	3%	12%	31%	23%	31%
Sleep indicators point total	2%	5%	22%	23%	48%
Behavior indicator point total	2%	9%	25%	27%	37%
Emotional indicators point total	3%	9%	26%	31%	31%
Personal habits point total	7%	16%	23%	26%	28%

The researcher divided the indicators for unmarried working women's such as Physical indicator, sleep indicator, behaviour indicator, emotional indicator and personal habits.

**Table 5:**  
**Showing Causes of Stress & Their Frequency**

PARTICULARS	ALMOST ALWAYS (5)	MOST OF THE TIME (4)	SOME OF THE TIMES (3)	ALMOST NEVER (2)	NEVER (1)	WEIGHTED MEAN	W.M IN %
Noise	7	15	14	12	12	6.407407407	5.739881
Poor/inadequate lighting	11	10	15	6	18	6.296296296	5.640345
Excessive heat	6	23	15	8	8	7.074074074	6.337094
Overcrowd	8	9	9	22	12	5.888888889	5.275382
Poor ventilation	7	7	14	25	7	6	5.374917
Poor maintenance of equipment	6	14	19	14	7	6.592592593	5.905773
Inability to concentrate	4	24	13	9	10	6.777777778	6.071666
Dust or fumes	5	16	21	10	8	6.666666667	5.97213
Shift work	4	6	17	13	20	5.222222222	4.678169
Inadequate break times	4	12	20	15	9	6.185185185	5.54081
Unsocial hours	8	10	10	22	10	6.074074074	5.441274
Unfair distribution of work	3	12	19	16	10	6	5.374917
Repetitive / boring work	9	11	12	8	20	5.962962963	5.341739
Meeting deadlines	5	17	15	18	5	6.62962963	5.938952
Job insecurity,	3	16	1	19	21	5.222222222	4.678169
Poor supervision	6	8	13	15	18	5.518518519	4.943597
Very heavy workload	7	10	23	13	7	6.555555556	5.872595
Under-utilization of skills	2	22	19	5	12	6.555555556	5.872595
					<b>TOTAL</b>	111.62962	

**Table: 6**  
**Shows How Working Relationships and Respondents Ability to Have Control Over Their Job**

<b>PARTICULARS</b>	<b>ALMOST ALWAYS (5)</b>	<b>MOST OF THE TIME (4)</b>	<b>SOME OF THE TIMES (3)</b>	<b>ALMOST NEVER (2)</b>	<b>NEVER (1)</b>	<b>WEIGHTED MEAN</b>	<b>W.M. IN %</b>
Poor relations with supervisor	4	6	7	17	26	4.62963	6.018296
Poor relations with workmates	5	5	6	17	27	4.592593	5.970149
Harassment/ discrimination	1	11	14	18	16	5.296296	6.88493
Impersonal treatment	5	9	17	8	21	5.518519	7.173808
Lack of communication from management	2	10	21	12	15	5.62963	7.318247
Working with the public	1	15	3	19	22	4.962963	6.451613
You are able to plan your own work	19	20	16	4	1	8.592593	11.16996
You can participate in decision making for your own job	17	19	16	5	3	8.222222	10.68849
You have some control over the place/content of your work	14	19	11	10	6	7.592593	9.870005
You have no control at all	0	3	15	18	24	4.333333	5.633125
Are underpaid	5	8	12	14	21	5.259259	6.836784
Are undervalued	6	8	7	10	29	4.888889	6.35532
Receive appreciation for good work	8	18	24	6	4	7.407407	9.629273
					<b>TOTAL</b>	76.92593	

**Table: 7**  
**Showing the Indicators of Stress among Married Working Women's [In %]**

<b>Indicators</b>	<b>Danger[5]</b>	<b>very high[4]</b>	<b>high[3]</b>	<b>medium [2]</b>	<b>low [1]</b>
<b>Physical indicators point total</b>	25	20	5	20	30
<b>Sleep indicators point total</b>	4	10	20	40	26
<b>Behavior indicator point total</b>	23	15	17	12	23
<b>Emotional indicators point total</b>	10	25	34	11	20
<b>Personal habits point total</b>	9	11	20	25	35

**Married Working Women Working In Other Institutions**



**Table 8:**  
**Showing Causes of Stress & Their Frequency**

<b>PARTICULARS</b>	<b>ALMOST ALWAYS (5)</b>	<b>MOST OF THE TIME (4)</b>	<b>SOME OF THE TIMES (3)</b>	<b>ALMOST NEVER (2)</b>	<b>NEVER (1)</b>	<b>WEIGHTED MEAN</b>	<b>W.M IN %</b>
Noise	1	3	4	0	2	1.148148148	7.711443
Poor/inadequate lighting	1	0	5	2	2	0.962962963	6.467662
Excessive heat	2	2	2	1	3	1.074074074	7.21393
Overcrowd	0	3	1	3	3	0.888888889	5.970149
Poor ventilation	1	1	2	3	3	0.888888889	5.970149
Poor maintenance of equipment	0	2	1	1	6	0.703703704	4.726368
Inability to concentrate	0	2	2	3	3	0.851851852	5.721393
Dust or fumes	0	3	3	2	2	1	6.716418
Shift work	0	0	3	1	6	0.62962963	4.228856
Inadequate break times	0	0	3	3	4	0.703703704	4.726368
Unsocial hours	0	0	2	3	5	0.62962963	4.228856
Unfair distribution of work	0	1	3	2	4	0.777777778	5.223881
Repetitive / boring work	0	1	3	0	6	0.703703704	4.726368
Meeting deadlines	1	3	0	4	2	1	6.716418
Job insecurity,	0	1	0	1	8	0.518518519	3.482587
Poor supervision	0	0	2	3	6	0.666666667	4.477612
Very heavy workload	0	1	4	2	3	0.851851852	5.721393
Under-utilization of skills	0	2	3	2	3	0.888888889	5.970149
					total	14.88888889	

**Table: 9**  
**Shows How Working Relationships and Respondents Ability to Have Control Over Their Job**

<b>PARTICULARS</b>	<b>ALMOST ALWAYS (5)</b>	<b>MOST OF THE TIME (4)</b>	<b>SOME OF THE TIMES (3)</b>	<b>ALMOST NEVER (2)</b>	<b>NEVER (1)</b>	<b>WEIGHTED MEAN</b>	<b>W.M IN %</b>
Poor relations with supervisor	0	1	3	2	4	0.777778	6.19469
Poor relations with workmates	0	0	1	4	5	0.592593	4.719764
Harassment/ discrimination	1	0	2	1	6	0.703704	5.60472
Impersonal treatment	1	0	4	0	5	0.814815	6.489676
Lack of communication from management	2	1	2	1	4	0.962963	7.669617
Working with the public	1	2	2	3	2	1	7.964602
You are able to plan your own work	4	4	2	0	0	1.555556	12.38938
You can participate in decision making for your own job	4	3	1	2	0	1.444444	11.50442
You have some control over the place/content of your work	4	4	1	0	1	1.481481	11.79941

You have no control at all	0	0	4	0	6	0.666667	5.309735
Are underpaid	0	0	5	0	5	0.740741	5.899705
Are undervalued	0	0	3	3	4	0.703704	5.60472
Receive appreciation for good work	0	4	4	0	2	1.111111	8.849558
					<b>TOTAL</b>	12.55556	

**Table: 10**  
**Showing the Indicators of Stress among Married Working Women's.**

Indicators	Danger[5]	very high[4]	high[3]	medium [2]	low [1]
Physical indicators point total	29	24	15	22	10
Sleep indicators point total	25	18	24	26	7
Behavior indicator point total	30	27	12	12	19
Emotional indicators point total	34	23	19	17	7
Personal habits point total	20	17	45	12	6

### XIII FINDINGS

#### (a) Unmarried Working Women

The findings of the study reveal that are as follows:

##### (i) Related to work place and working relationship

- **Almost always-** emotional factors 28%, personal habits 14%
- **Most of the time-** excessive heat 33%
- **Some of the time-** noise 41%, unable to concentrate 50%, inadequate break time 63%, heavy work load 55%, dust and fumes.

##### (b) Working in Dayalbagh Institutions

- Never-** Excessive heat 82%, unsocial hours 52% in work place.
- Some of the Time-** Physical indicator
- Most of the Time-** Dust and fumes and inadequate break time 58% in work place.
- Almost Always-** Emotional factor 36%

#### (c) Working in Other Institutions

- Almost Always-** Poor ventilation 45%, overcrowd 20% in work place.
- Most of the Time-** Personal habits 33%, physical stress 25%
- Some of the Time-** Inadequate break time 63%.
- Never-** Sleep indicator.

#### (d) Married Working Women

The findings of the study reveal that are as follows:

##### (i) Related to work place

- **Most of the time** – noise excessive heat, inability to concentrate, under utilisation of skills.
- **Some of the time-** poor /inadequate lighting , poor maintenance of equipments ,dust or fumes, shifts work, inadequate break time , unfair distribution of work , very heavy work load
- **Almost never** -poor ventilation, overcrowd, unsocial hours, repetitive and boring work and meeting deadline.
- **Never** – job in security, poor supervision.

**(e) Related to working relationship**

- (i) **Almost always** – impersonal treatment, you are able to plan your own work.
- (ii) **Most of the time**- working with the public, you are able to plan your own work.
- (iii) **Some of the time**- lack of communication from management, receive appreciation for good work, physical indicators, personal habits
- (iv) **Almost never**- working with the public, you have no control at all, emotional indicator
- (v) **Never** – for relation with workmates, are undervalued, sleep indicator, behavioural indicator, personal habit

**XIV SUGGESTIONS**

We may not be able to control stress, but we can manage it. Here are some stress-management suggestions that may help you feel better - and less stressed - every day:

- (a) Accept that there are events that you cannot control.
- (b) Keep a positive attitude; rather than defaulting to negatives ("Nothing goes right for me," or "Bad things always happen to me"), give yourself positive messages ("I'm doing my best," or "I'll ask for help").
- (c) Halt stress in its tracks; if you feel overwhelmed, take a walk or drive in the slow lane to avoid getting angry at other drivers.
- (d) Manage your time. Give yourself time to get things done; set your watch so you have more time to prepare for an event.
- (e) Do things that are pleasurable, like reading or gardening.
- (f) Take 15-20 minutes every day to sit quietly and reflect. Learn and practice relaxation techniques like yoga or deep breathing.
- (g) Exercise regularly by bicycling, walking, hiking, jogging, or working out at the gym. Your body can fight stress better when it is fit.
- (h) Eat healthy, well-balanced meals.
- (i) Get enough rest and sleep. Your body needs time to recover from stressful events.
- (j) Seek out social support.

**XV CONCLUSION**

Based on the findings of the study researcher observed that residing in dayalbagh colonies working women are very low level of stress. Improper scheduling, noise and communication gap has been seen as the most frequent reason for stress in working women, and too much workload and excessive heat can't be ignored in gene rating stress.

To successfully manage stress in everyday lives, individual can learn to relax and enjoy life. The best way to manage stress is to prevent it. This may not be always possible. So, the next best things are to reduce stress and make life easier. For these

purpose different stress management techniques like meditation, yoga, hypnosis, guided imagery, muscle relaxation, mindfulness breathing etc. should be used.

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