



Understanding Mental Health Issues of Employees in Industry Pre and Post Pandemic

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ABSTRACT

To identify about the effect of mental stress on one's productivity. Mental issues are specific and might fluctuate extremely between distressed people. Modify policies and practices for employees who are facing mental health issues. To identify best practices applied by the organization to prevent mental stress or to reduce mental stress. To identify about challenges faced by worker or employees in mental stress. The collaboration between mental health problems and work atmosphere local weather is intellect-boggling and intricate. the good news is various instruments diminish the mental wellness issues of employees. Be susceptible - Being easy in the case of your intellectual well-being battles as a pioneer opens the entryway for workers to consider open to speaking with workers about their mental health challenges. Worker advantages are a great way to furnish an approach for giving vast support for employees who battling with their intellectual well-being issues. Knowing how to quite simply control one's stress will help support their health and mood, along with boosting their immune procedure. Each person feels stress involving work, loved ones, choices, your future, and more.

INTRODUCTION

According to the WHO, mental well-being is a state of mind that enables a person to deal with the stresses of existence and work productively. It can also be defined as a state of mind that shows a person's perceived self-actualization. Aside from being able to handle the stresses of life, mental well-being can also be linked to a person's ability to develop and maintain a healthy lifestyle.

When an employee gets sick, most people ignore the issue and ignore it. However, when it comes to mental health issues, most workplaces fail to address them. In most cases, these issues are invisible and go unnoticed by the people around them.

However, intellectual well-being problems comparable to melancholy, anxiousness, and substance abuse can seriously affect how personnel feature within their industrial work environment. No longer only are those workforces struggling in silence, however, their activity efficiency may additionally endure in phrases of productiveness, attendance, and actual influences.

The COVID-19 pandemic was a smorgasbord for problems regarding mental wellbeing and awareness and accessibility leapfrogged and taboos considerably diminished, it said. workplace intellectual well-being is turning into of skyrocketing importance, partially as a result of the rising social and financial bills of intellectual health issues inside the geographic point. very little is famous concerning however the experience of staff with intellectual well-being problems is actively created via their participation in workplace approaches and connected facilitate. the explanation for this study is to higher have Associate in Nursing understanding of however staff actively move in institutional practices and associated social members of the family that eventually coordinate and manufacture their geographic point expertise.

In physics, stress is the drive performing on the unit discipline of a material. The outcome of stress on a physique is called stress. Stress can deform the physique. How much force fabric expertise may also be measured utilizing stress units? Stress can also be categorized into three categories relying upon the direction of the deforming forces performing on the physique.

Stress may also be outlined as pursuits or circumstances that put stress on you – and your reaction to being positioned beneath that strain. when you mainly grow to be overwhelmed through stress it could reason for issues. you may also strengthen mental wellness problems similar to nervousness or depression. And these problems can influence more stress – triggering a vicious circle. unfortunately, stress is difficult to measure as unique movements will cause multiple reactions on distinctive men and women. Some folks are ready to disregard it whilst for others quantities of stress make it tricky to get better and restore.

REIVEIW OF LITERATURE

“Assessing the effectiveness of the” Self-report” as a method of stress measurement” by Holmes, Masuda in 1974.

The SRRS provides the basis for perhaps the most active current area of stress research and also retrospective investigation using either the SRRS or SRE (Schedule of Recent Experience) have demonstrated a linear relationship between mounting life change, cardiac death, accidents, diabetes, leukaemia and infectious disease (Holmes & Masuda, 1974).

Using the research questionnaire, Holmes & Rahe (1950) tested various sub-groups to see if the ratings were consistent, e.g., male and female, single and married and so on. As there was strong agreement between different groups, it seemed that the SRRS was a valid measure for all types of people regardless of their backgrounds. This contributes to the effectiveness of the self-report method of stress measurement.

This SRRS questionnaire (Holmes and Rahe, 1976) has served as a well-known tool for measuring the amount of stress one has experienced within the past year. Taking the test can help one see clearly if they're at risk of illness due to stress.

The method provided some of the first evidence that there is a genuine association between stressful life events and physical illness.

Also, the fact that physical health was assessed after life events increases the chances that life events were helping to cause problems with physical health, rather than the other way round

The Social Readjustment Rating Scale (SRRS) and the research associated with it represent a major breakthrough, this is because, it is now generally accepted that life events of various kinds can influence our psychological well-being and our physical and mental health.

The development of the SRRS has made it easier to carry out research to test these ideas. This in turn has led to a clearer understanding of the ways in which life events affect us.

Indirect evidence that stressful life events play a role in life threatening diseases was reported by Selye, Tache and Day (1979). According to these researchers, cancer was more common among adults who divorced, widowed or separated than among those who were married.

The most likely explanation is that, those who were not married were stressed because of lack of social support. It is however hard to establish causal relationships from such data (SSRS data). Perhaps those who were divorced or separated were more vulnerable to stress than those who were married; hence, this stress vulnerability played a role in the collapse of their marriages

One of the limitations to this method is that, it has often been assumed that almost any serious life can help to produce any type of illness. This has led to a relative ignoring of more specific effects. Supporting evidence to this effect was where, two men, Finlay -Jones and Brown (1981) found that anxious patients were more likely than depressed patients to have experienced danger events (involving future threats), whereas depressed patients were more likely to have experienced loss events (involving past losses). More research into such studies will however be useful.

Another negative side of the SRRS is that, a number of studies have shown that people's illness rates increase following increase rates in stress scores. However, a number of items on the scale are vague e.g., 'personal injury or illnesses appears to suggest that someone could have the same stress score for flu and cancer. Second, there is no general failure to consider the impact of an event on an individual. Christmas is considered to be a mildly stressful event, yet to some people, Christmas may seem extremely stressful, as it may emphasize their loneliness.

The SRRS has face validity because many of the events listed are easily recognisable as stressful events. The values Allocated to each stress event have been carefully calculated from data provided by the opinions of many people. The survey form can be filled out easily and quickly.

With reference to Raphael et al. (1991), Self-report measures of life events are unreliable. A study had subjects fill out a scale regarding life events they experienced during the prior year. The subjects then filled out the same Questionnaire every month for a year. Towards the end of the year the reports were quite different from the ones made at the beginning of the year (Raphael, et al. 1991). The questionnaire or scale also ignores chronic stresses such as money problems, general hassles etc. Taking this into account, the measure could be considered invalid.

Biomedical: Stress and ulcers (Brady 1958)

One of the biomedical methods of measuring stress is the evidence that stress may be a causal factor in stomach ulcers. This research was first described by Joseph Brady (1958). Brady did classic studies linking high levels of stress to increased hormone production and the development of ulcers. Brady did this by placing monkeys in” restraining chairs” and conditioned them to press a lever. The monkeys were then given shocks every 20 seconds unless the lever was pressed during the same time. This experiment however came to an abrupt halt when unexpectedly many of the monkeys died because of ulcers caused by raised gastrointestinal hormone levels. The question put forward was whether the ulcers resulted from the electric shock or the stress. To enhance his results, Brady and his mates used yoked controls where one monkey called” executive” was liable for controlling the lever while a second monkey received the shocks but had no control over the lever. Thus, only the” executive” monkey had the physiological stress of having to press the lever, but both animals received shocks. After 23 days of 6 hours on and off schedule, the executive monkey died because of perforated ulcer. Brady initially thought that the stress might be related to the reinforcement schedule. He also tried several other routines such as 18 hours on and 6 hours off and tested the executive monkey to find out that stomach acidity was greatest during this period.

After the experiment, Brady concluded that it was clearly stress, not the shocks that created the ulcers. Having said that, he also concluded that the greatest danger happened while the sympathetic arousal stopped and the stomach was flooded with digestive hormones, which is a parasympathetic rebound linked with hypothalamic-pituitary-adrenocortical axis, hence HPA.

“The effects of isolation” by Xiao in 2020.

Isolation terms solitary confinement in jails, where people are both physically and socially separated and left for long periods involving physical isolation (Xiao et al., 2020). In a work context, for example, one sees themselves as highly competent and skilled at specific tasks, and that makes them feel good. The psychological issues of isolation make people socially anxious after being kept making people lose their sense of self. It also leaves a feeling like a boat without an anchor, just like one is drifting and doesn't know what to do. It can lose a sense of identity and a sense of purpose to some extent that can lead to feelings of depression (Burden, 2008).

Social isolation can come about in several ways out of the inability to deal with others. It can be older people and families placed in a home, or no people come to visit them, people moving to another location and for a while doesn't know anybody there and also with people who have trouble socially connecting to any group and are maybe pushed out of all groups trying to communicate with and all end up socially isolated. If the isolation

part goes on too long, it can lead to social anxiety (Roy, 2020) starting to get nervous about it. So, it's like snowballs, the longer one allows oneself to be socially isolated, the harder it is to reconnect again, and therefore one doesn't want that to go too long, and also, the word depression comes in. One starts to feel like life is doing things to them on losing the internal focus of control, leading to a feeling of helplessness, worthlessness and nobody to care attitude. When people interact with other human beings, they connect with them emotionally, and that's the core of something called empathy, the ability to share emotional states with other human beings. But if kept out of the social interactions for too long, if distanced from them, one starts to lose a sense of empathy and can lead to some pretty strong thinking and even violence and things. During the time of isolation, one must find ways to be socially together while physically apart and if one can help others to achieve that too. Reconnect with family, reconnect with friends and old friends, have deep, meaningful conversations.

RESEARCH METHODOLOGY

Title: -

Understanding mental health issues of employees in service-based industry pre and post pandemic.

Sub Title: -

A study on mental health issues of 40 employees in GAIL(INDIA) pre and post pandemic.

Objective: -

1. To identify about the effect of mental stress on one's productivity.
2. To identify about challenges faced by worker or employees in mental stress.
3. To identify changes in working pattern pre and post pandemic.
4. To identify best practices applied by the organization to prevent mental stress or to reduce mental stress.

Significance and need of study: -

Everybody experiences stress at one factor or yet another in their everyday lives. Nevertheless, now not all people know simply how most important it is to grasp how to overcome it. Knowing how to quite simply control one's stress will help support their health and mood, along with boosting their immune procedure. People who let stress overcome them are in danger of developing serious well-being and psychological disorders. College scholars, including those who take courses online, are incredibly inclined to the harmful effects that stress can rationale. Nonetheless, they don't have to effortlessly suffer and fear; there are simple ways that they may be able to be trained to beat even essentially the most disturbing disorders of their lives. Stress is average. Each person feels stress involving work, loved ones, choices, your future, and more. Stress is both bodily and intellectual. It is caused through essential existence events similar to ailment, the death of a loved one, a metamorphosis in duties or expectations at work, and job promotions, loss, or changes. Primary office and personal stress are inevitable.

Anxiety, depression, and bipolar disorders are typical emotional disorders. The symptoms of these affective disorders are subjective feelings, and only those who have experienced these can understand the agony. Out of these, depression is estimated to affect 350 million people and is the leading cause of disability globally. Not only has it affected persons with depression but their families too. Despite known effective treatments, many do not seek help and remain in denial mode. Untreated and severe depression may lead to attempts and feelings of stigmatization or suicidal ideation.

Depression is more common in women than men. Nearly every thirteenth person in India runs at the risk of developing an episode of depression during his lifetime. As per WHO, the average age of depression in India is 31.9 years.

Research Design: -

This is the Diagnostic research on understanding mental stress of employees in service-based industries before and after pandemic.

Universe: -

The universe of this study is the employees in HR Department, CISF and Fire Department of GAIL(INDIA), Waghodia. Total number of universes is 40 employees.

Sample Size: -

The data collection is done by using simple random sampling. The sample size is 35 employees.

Tool: -

Tool of this research is Questionnaire and Interview. Questionnaire will include DASS 21 test.

Operational Definition: -

Mental stress is an element of the game that is extra pronounced in its results on the athlete the extra colossal the event. intellectual stress in the strain brought to undergo on the prevailing mental steadiness or emotional equilibrium of someone; the signs of mental stress will most usually be exhibited when the needs of a challenge are noticeable as exceeding the private assets that the individual can carry to endure on them at that second.

Depression is a mood disorder that causes a persistent feeling of sadness and loss of interest. Also called a major depressive disorder or clinical depression, it affects how one feels, thinks, and behaves and can lead to a variety of emotional and physical problems.

Anxiety is an emotion characterized by feelings of tension, worried thoughts, and physical changes like increased blood pressure.

People with anxiety disorders usually have recurring intrusive thoughts or concerns. They may avoid certain situations out of worry. They may also have physical symptoms such as sweating, trembling, dizziness, or a rapid heartbeat.

This DASS 21 (depression anxiety stress scale test) evaluates the severity of mental disorder symptoms associated with the three and provides a mild, moderate or severe result. Below the form, there are instructions on how to interpret the result as well as in which axis each of the questions belongs to.

Pandemic is an outbreak of an infectious illness that has spread across a broad area such as multiple continents or the entire world, impacting a significant number of people.

An Employee is a person who is paid to work for another person or business.

An Industry is a collection of businesses that are linked by their core business activities. There are dozens of industry classifications in today's economy. Typically, industry classifications are bundled into broader divisions known as sectors.

Limitation of the study: -

Due to Covid -19 Researchers cannot reach to all employees. And there are less respondents than expected.

DATA ANALYSIS

Table 3: I found it hard to relax

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 7 | 20 |
| 2 | Sometimes | 17.01 | 48.6 |
| 3 | Often | 8.015 | 22.9 |
| 4 | Always | 3.01 | 8.6 |
| Total | | 35 | 100 |

As shown in table 3, majority of the respondents sometimes finds it hard to relax, i.e., 48.6(17.01), Never – 20(7), often – 22.9(8.015) and always – 8.6(3.01).

1. I found it hard to relax
35 responses

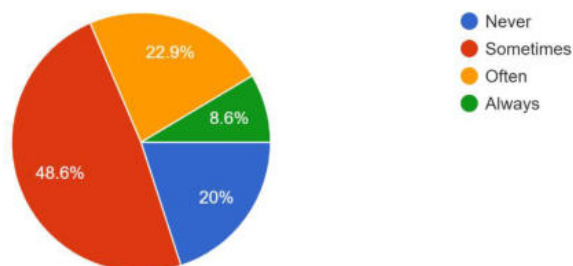


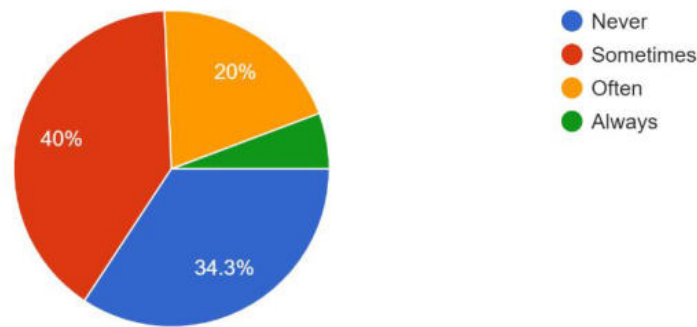
Table 4: I was aware of dryness of my mouth.

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 12.005 | 34.3 |
| 2 | Sometimes | 14 | 40 |
| 3 | Often | 7 | 20 |
| 4 | Always | 1.995 | 5.7 |
| Total | | 35 | 100 |

As shown in table 4, majority of the respondents sometimes were aware of dryness in mouth, i.e., 40(14), Never – 34.3(12.005), often – 20(7) and always – 5.7(1.995).

2. I was aware of dryness of my mouth.

35 responses

Table 5: I couldn't seem to experience any positive feeling at all.

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 8.995 | 25.7 |
| 2 | Sometimes | 15.015 | 42.9 |
| 3 | Often | 8.015 | 22.9 |
| 4 | Always | 3.01 | 8.6 |
| Total | | 35 | 100 |

As shown in table 5, majority of the respondents sometimes could not experience any positive feelings at all, i.e., 42.9(15.015), Never – 25.7(8.995), often – 22.9(8.015) and always – 8.6(3.01).

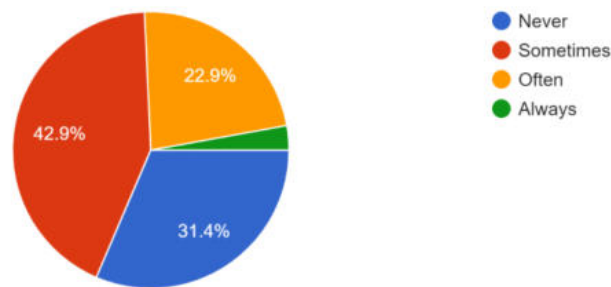
Table 6: I experienced breathing difficulty (eg, excessively rapid breathing, breathlessness in the absence of physical exertion).

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 10.99 | 31.4 |
| 2 | Sometimes | 15.015 | 42.9 |
| 3 | Often | 8.015 | 22.9 |
| 4 | Always | 0.98 | 2.8 |
| Total | | 35 | 100 |

As shown in table 6, majority of the respondents sometimes finds breathing difficulty, i.e., 42.9(15.015), Never – 31.4(10.99), often – 22.9(8.015) and always – 2.8(0.98).

4. I experienced breathing difficulty (eg, excessively rapid breathing, breathlessness in the absence of physical exertion).

35 responses

Table 7: I found it difficult to work up the initiative to do things.

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 5.005 | 14.3 |
| 2 | Sometimes | 14 | 40 |
| 3 | Often | 12.985 | 37.1 |
| 4 | Always | 3.01 | 8.6 |
| Total | | 35 | 100 |

As shown in table 7, majority of the respondents sometimes finds it difficult to work up initiative to do things, i.e., 40(14), often – 37.1(12.985) and always – 8.6(3.01).

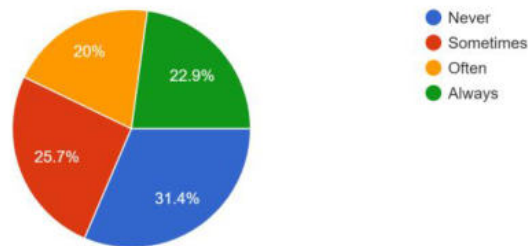
Table 8: I tended to over-react to situations.

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 10.99 | 31.4 |
| 2 | Sometimes | 8.995 | 25.7 |
| 3 | Often | 7 | 20 |
| 4 | Always | 8.015 | 22.9 |
| Total | | 35 | 100 |

As shown in table 8, majority of the respondents never tend to over react to situations, i.e., 31.4(10.99), Sometimes – 25.7(8.995), often – 20(7) and always – 22.9(8.015).

6. I tended to over-react to situations.

35 responses

Table 9: I experienced trembling (eg. in the hands).

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 17.99 | 51.4 |
| 2 | Sometimes | 8.015 | 22.9 |
| 3 | Often | 8.015 | 22.9 |
| 4 | Always | 0.98 | 2.8 |
| Total | | 35 | 100 |

As shown in table 9, majority of the respondents never experienced trembling hands, i.e., 51.4(17.99), Sometimes – 22.9(8.015), often – 22.9(8.015) and always – 2.8(0.98).

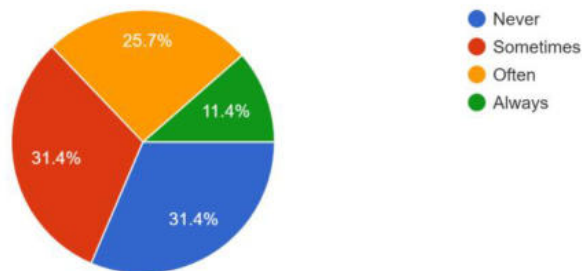
Table 10: I was worried about situations in which I might panic and make a fool of myself.

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 10.99 | 31.4 |
| 2 | Sometimes | 10.99 | 31.4 |
| 3 | Often | 8.995 | 25.7 |
| 4 | Always | 3.99 | 11.4 |
| Total | | 35 | 100 |

As shown in table 10, majority of the respondents never or sometimes are worried about situations in which they might panic and make fool of themselves, i.e., 31.4(10.99), Sometimes – 31.4(10.99), often – 25.7(8.995) and always – 11.4(3.99).

8. I was worried about situations in which I might panic and make a fool of myself.

35 responses

Table 11: I felt I was close to panic.

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 10.99 | 31.4 |
| 2 | Sometimes | 10.10 | 28.6 |
| 3 | Often | 10.99 | 31.4 |
| 4 | Always | 3.01 | 8.6 |
| Total | | 35 | 100 |

As shown in table 11, majority of the respondents never or often felt close to panicking, i.e., 31.4(10.99), Sometimes – 28.6(10.10), often – 31.4(10.99) and always – 8.6(3.01).

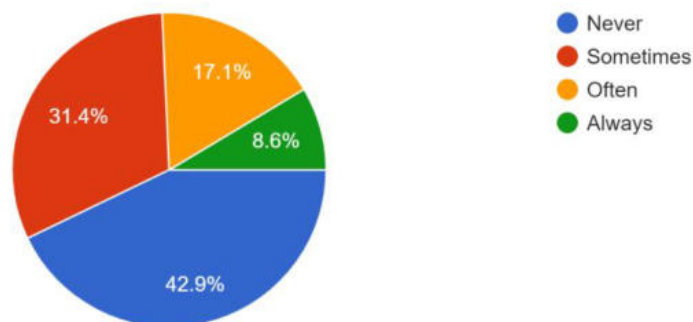
Table 12: I felt I wasn't worth much as a person.

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------|-----------|----------------|
| 1 | Never | 15.015 | 42.9 |
| 2 | Sometimes | 10.99 | 31.4 |
| 3 | Often | 5.985 | 17.1 |
| 4 | Always | 3.01 | 8.6 |
| Total | | 35 | 100 |

As shown in table 12, majority of the respondents never felt that they were not worth much as a person, i.e., 42.9(15.015), Sometimes – 31.4(10.99), often – 17.1(5.985) and always – 8.6(3.01).

10. I felt I wasn't worth much as a person.

35 responses

Table 13: How often did you go to a restaurant with your family before Pandemic?

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------------------|-----------|----------------|
| 1 | Once a week | 3.99 | 11.4 |
| 2 | Twice a week | 5.985 | 17.1 |
| 3 | Once or twice a month | 12.005 | 34.3 |
| 4 | More than twice a month | 5.985 | 17.1 |
| Total | | 35 | 100 |

As shown in table 13, majority of the respondents went to restaurant with family once or twice a month before pandemic, i.e., 34.3(12.005), Once a week – 11.4(3.99), Twice a week – 17.1(5.985) and more than twice a week – 17.1(5.985).

1. How often did you go to a restaurant with your family before Pandemic?

35 responses

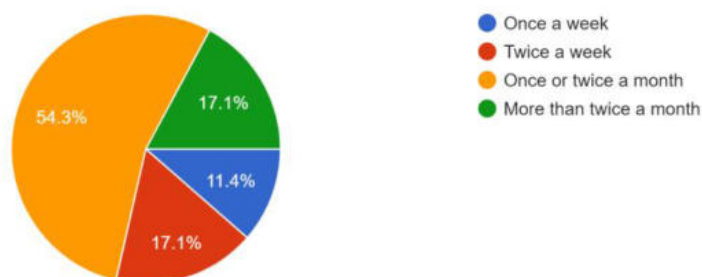


Table 14: How often did you attend get-together events?

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|-------------------------|-----------|----------------|
| 1 | Once a week | 3.01 | 8.6 |
| 2 | Twice a week | 8.015 | 22.9 |
| 3 | Once or twice a month | 12.005 | 34.3 |
| 4 | More than twice a month | 12.005 | 34.3 |
| Total | | 35 | 100 |

As shown in table 14, majority of the respondents attended get together events once or twice or more in a month, i.e., 34.3(12.005), Once a week – 8.6(3.01), Twice a week – 22.9(8.015) and more than twice a week – 34.3(12.005).

Table 15: How often did you go to garden?

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|--------------|-----------|----------------|
| 1 | Often | 3.01 | 8.6 |
| 2 | Sometimes | 21.98 | 62.9 |
| 3 | Always | 3.01 | 8.6 |
| 4 | Occasionally | 7 | 20 |
| Total | | 35 | 100 |

As shown in table 15, majority of the respondents sometimes went to garden, i.e., 62.9(21.98), Often – 8.6(3.01), Always – 8.6(3.01) and occasionally – 20(7).

3. How often did you go to garden?

35 responses

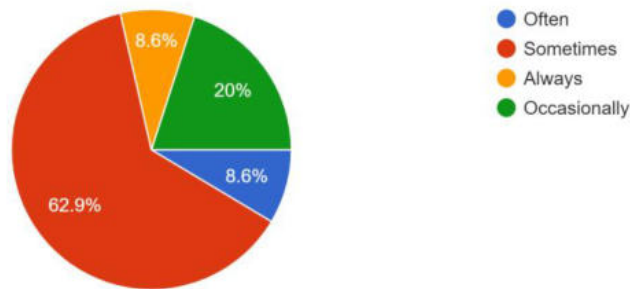


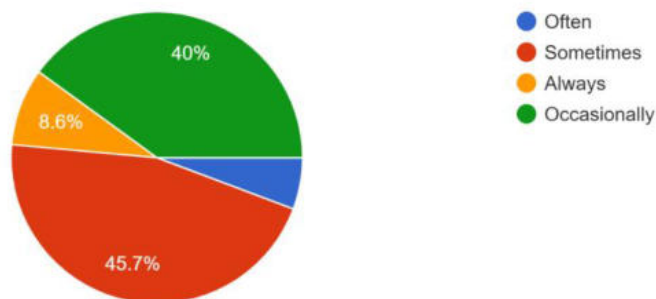
Table 16: After the pandemic, how often did you go to a restaurant?

| Sr.No. | Description | Frequency | Percentage (%) |
|--------------|--------------|-----------|----------------|
| 1 | Often | 1.995 | 5.7 |
| 2 | Sometimes | 15.995 | 45.7 |
| 3 | Always | 3.01 | 8.6 |
| 4 | Occasionally | 14 | 40 |
| Total | | 35 | 100 |

As shown in table 16, majority of the respondents sometimes went to restaurant after pandemic, i.e., 45.7(15.995), Often – 1.995(5.7), Always – 8.6(3.01) and occasionally – 40(14).

4. After the pandemic, How often did you go to a restaurant?

35 responses



RESULTS AND RECOMMENDATION

Majority of our respondents are females 51.4%. While remaining respondents are males 48.6%. Majority of employees' years of experience at work is 0-5 years 62.9%. While remaining years of experience are 6-10 and 10 or more 25.7% and 11.4% respectively. Majority of the respondents sometimes cannot relax easily 48.6%. While 22.9% of respondents often find it hard to relax, 8.6% of respondents always find it hard to relax and remaining 20%

of respondents do not find it hard to relax.40% of respondents sometimes experience dryness in mouth, 20% of respondents often experience dryness in mouth. 5.7% respondents always experience dryness in mouth and remaining 34.3 % respondents do not experience dryness in mouth.42.9% of respondents sometimes can't experience positive feelings at all.42.9 % respondents find difficulty in breathing.40% of respondents cannot find courage to initiate any things.25.7% of respondents tend to over react in certain situation due to mental stress.48.6% of respondents experienced trembling hands due to anxiety.68.5% of respondents tend to overthink or worry about situation.68.6% of respondents felt close to panicking.34.3% of respondents went to restaurants more often pre pandemic.34.4% of respondents attended many events pre pandemic.62.9% of respondents went to garden regularly pre pandemic.5.7% of respondents went to restaurants post pandemic.

The organization needs to aid its workers. That entails aiding their mental good-being. the good news is various instruments diminish the mental wellness issues of employees.Be susceptible - Being easy in the case of your intellectual well-being battles as a pioneer opens the entryway for workers to consider open to speaking with workers about their mental health challenges.Worker advantages are a great way to furnish an approach for giving vast support for employees who battling with their intellectual well-being issues.Ensure that the employees know that it's safe to share their psychological illness.Take other steps to create —a psychologically safe and healthy workplace.Modify policies and practices for employees who are facing mental health issues.

CONCLUSIONS: -

Approximately half of the respondents of this research can assume a significant part of the emotional health of persons. To identify changes in working pattern pre and post pandemic. All matters considered, distinctive employees at the office will benefit from various working environment drives to various degrees. The working atmosphere is a huge social setting wherein to frustrate intellectual weak point and, additionally, enhance the excellent intellectual and genuine health and prosperity of employees.

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