

Factors identification affecting job stress (Case study: Branches of Trade Bank of Khorasan Razavi)

Identificación de los factores que afectan el estrés laboral (Estudio de caso: Sucursales del Banco de Comercio de Khorasan Razavi)

Mojtaba Barati*
Islamic Azad University - Iran
mb_manager1983@yahoo.com

ABSTRACT

Stress is a multidimensional factor (job stress, mental stress, and exhaustion) that can affect aspects of individual performance. Among the threats of physical, chemical, ergonomic and biological is the fifth major hazard in workplaces, some of whose organizational behavior has been called work-related stress, as the century's disease. The purpose of this study was to examine and prioritize factors that effect on employees' job stress in the branch of Trade Bank of Khorasane Razavi. The methodology of this research was based on Pearson correlation coefficient and simple linear regression. Sampling was done based on cluster sampling and SPSS software was used to analyze the data. The results of the research showed that organizational policies with a correlation coefficient of 927 are the first factor and the most influential factor in job stress.

Keyword: Job stress, Psychological stress, Human resource threats, Organizational Behavior.

RESUMEN

El estrés es un factor multidimensional (estrés laboral, estrés mental y agotamiento) que puede afectar aspectos del desempeño individual. Entre las amenazas físicas, químicas, ergonómicas y biológicas se encuentra el quinto peligro principal en los lugares de trabajo, algunos de cuyo comportamiento organizacional se ha denominado estrés relacionado con el trabajo, como la enfermedad del siglo. El propósito de este estudio fue examinar y priorizar los factores que afectan el estrés laboral de los empleados en la sucursal de Trade Bank of Khorasane Razavi. La metodología de esta investigación se basó en el coeficiente de correlación de Pearson y la regresión lineal simple. El muestreo se realizó en base al muestreo por conglomerados y se utilizó el software SPSS para analizar los datos. Los resultados de la investigación mostraron que las políticas organizacionales con un coeficiente de correlación de 927 son el primer factor y el factor más influyente en el estrés laboral.

Palabra clave: estrés laboral, estrés psicológico, amenazas a los recursos humanos, comportamiento organizacional.

*MSc Business Management of Azad University

Recibido: 11/01/2019 Aceptado: 30/03/2019

Introduction

Job stress is one of the most important consequences of health and work life in today's complex world and has been considered as one of the most devastating factors in comparison with human resources threats. A number of people have the ability to prevent and deal with it. . Stress is a multidimensional factor (job stress, mental stress, and exhaustion) that can affect a variety of aspects of individual performance. Among the physical, chemical, ergonomic and biological threats, is the fifth major hazard in workplaces, some of whose organizational behavior is called job stress as the century's illness (Jandagi, 2011).

Workplace stress or job stress occurs when employees observe that the workplace's needs for adaptation and compliance are beyond the scope of resources and ability. Many researches on job stress has focused on aspects of the workplace, which can cause stress in employees. These aspects are factors that act as stressors (Poornaghi et al., 2011).

Regarding the necessity of addressing this issue in this research, the researcher has tried to identify the factors of job stress, its effects on employee performance and practical solutions to reduce stress in the working environment, and to staff in applying practical solutions to increase the power of tolerance and individual and organizational pressure and has helped to move the organization in order to improve the working environment and improve the mental health of the organization, and the unwanted energies that go to organizational tensions will be used to improve the quantity and quality of social responsibility of the organization.

Thematic literature

Considering that one of the most valuable assets of banks is human resources. Therefore, it is necessary to recognize the stressors of employees in these organizations in order to guide them to achieve goals is necessary. Where people must be able to create healthy, productive, creative and constructive relationships, the presence of work-related stresses and persistent or severe physical and mental stresses will have harmful effects on employees, which may include fear, anxiety, depression, Irresponsibility, and difficulty in decision making and various physical-psychological pains that will result in neglect, delay, lack of interest in the job, loss of consciousness and negligence. The importance of human resources in the branches of Trade Bank of the Khorasan Razavi, which is one of the most important factors in the effectiveness and efficiency of the organization, requires that investigations into job stressors take place so that not only the Trade Bank can better achieve its goals, but employees will also feel that they are at the forefront of their job performance.

Signs of behavioral stress are manifested by changes in the rate of production, absenteeism and displacement of employees, and also in the form of a change in the increase in drugs use, ill-fadedness, increased speech speed, unrest or self-wracking. Increasing organizational pressure on employees and the emergence of signs of stress, i.e. physiological symptoms and psychotic symptoms, and especially their appearance on staff behavior, will reduce staff performance. The psychological pressures will have consequences that directly affect the organization. This reduction in executive workers is characterized by poor quality of work and a decline in productivity, and for executives, due to anger and incompatibility, it is manifested as making false decisions or breaking the working relationships with others.

Leaving can also be the result of stress, the most important of which are: absenteeism and resignation. people who work hard to deal with stress are likely to become more ill or think of leaving their organization in order to find a better organization. Psychological stress can have other consequences. For example, a person may forget his schedules and spend more time eating, or he may be psychologically abandoned and disregard the work and organization concerned. A person may be timely and well-timed to deal with the stress that is encountered in the work environment, but it is indifferent to the occupation and organization. (Morhed and Griffin, translation of Alwani-Danaifard, 1998). One of the pioneers in research on stress, Hans Solaius, called stress as an indefinite response to any demand. He devised the concept of "general compatibility mode". General compatibility mode, spontaneous response to any physical or emotional threat to the health of an organism (Alawi, 1998).

Ivan Movich and Michel Matson define psychological stress in plain language, the "impact of the organism and the environment," and adds a detailed, functional definition to this statement: "This effect is an adaptive response that mediates the personality or The psychological processes are realized. "(Luthanz, Translated by Sarmed, 1993).

The main objective

Identification and Prioritization of Factors Affecting Employees' Job Stress in the branches of Trade Bank of Khorasan Razavi.

Research hypotheses:

1. There is a meaningful relationship between the nature of the job and the job stress of the employees.
2. There is a meaningful relationship between time work and job stress.
3. There is a meaningful relationship between organizational policies and job stress.
4. There is a significant relationship between organizational position and job stress.
5. There is a significant relationship between environmental factors and job stress.
6. There is a significant relationship between the relationships and job stress of the staff.
- 7- There is a significant relationship between personal factors and job stress.

Review the research history

Suri et al. (2006), an epidemiologic study of job stress in the managers of the automotive industry group of Iran, investigated the job stressors including blood pressure, working hours and timing, management of work environment, decision making in the workplace and stress management factors including inherent factors Occupation, organizational role, organizational development, organizational structure and climate, relationships with organization and organization's confrontation with the outside work environment and other factors including working conditions, communication factors, job factors, organization and confrontation of home affairs with the work environment and the results showed That 98% of their managers were exposed to stress and the prevalence of job stress was generally 5.49% and the most important stressor was job stress among job stressors (99.1%).

Pouranghi et al. (2010), a research study on the comparison and comparison of job stressors and organizational management strategies among sport officials of Iran's Oil Company by examining 117 people and using the Espil Berger model to investigate the organizational stress management factors including structure Organizational, supervisory practices, human resources development, work flow, rewards and participation, and supervisory practices were identified as the most important factor affecting job stress.

Chui Ing and colleagues (2011) during a study conducted in Malaysia showed that stress was an inevitable consequence of working life, and with Smith and Jeremy's work stress scale, 5 million workers were shown to suffer from high job stress. An important finding of the research was that almost 5 people had a job stress and this trend is increasing, and factors such as time of work and lack of managerial support are effective on job stress.

Rinh Helm et al. (2011) conducted a study on the assessment of job stress models to predict health in Sweden, which showed that the model of work, reward and power variation has a high predictive value in employee health prediction. To improve health in the workplace, social relationships, working conditions are very important because of the average level of health, because these factors are important in work health.

Mickey et al. (2012) showed that the socioeconomic status of individuals (the proportion of managerial positions, years of employment, and annual average income) had a small impact on employees' depression, as a result of a study on factors affecting the job stress of Japanese employees. After examining the variables such as age, gender and stressors (work pressures and workplace environment support) and socio-economic situations, it was found that these factors had a significant effect on employees' depression.

Define keywords:

The nature of the job: the meaning of the nature of the job means the characteristics of the job, which include the quality of work and whether the work is specialized or not, and also refers to the degree of interaction between individuals and the challenges ahead (Thomas et al. 2005).

Working time: The work time is introduced as the amount of work required and the amount of work difficulty, work pressures, and the degree of variability and job stability (Thomas et al. 2005).

Organizational policies: Organizational policies, the level of awareness of individuals from organizational goals, and factors such as organizational culture, how much the organization organizes bandwidth and progress among employees, and the link between job demands (Thomas et al. 2005).

Organizational position: Organizational position refers to factors that include the degree of freedom of action in decision making and the lack of rights, lack of promotion and job stability, and the lack of guidance and counseling by managers in the organization (Thomas et al. 2005).

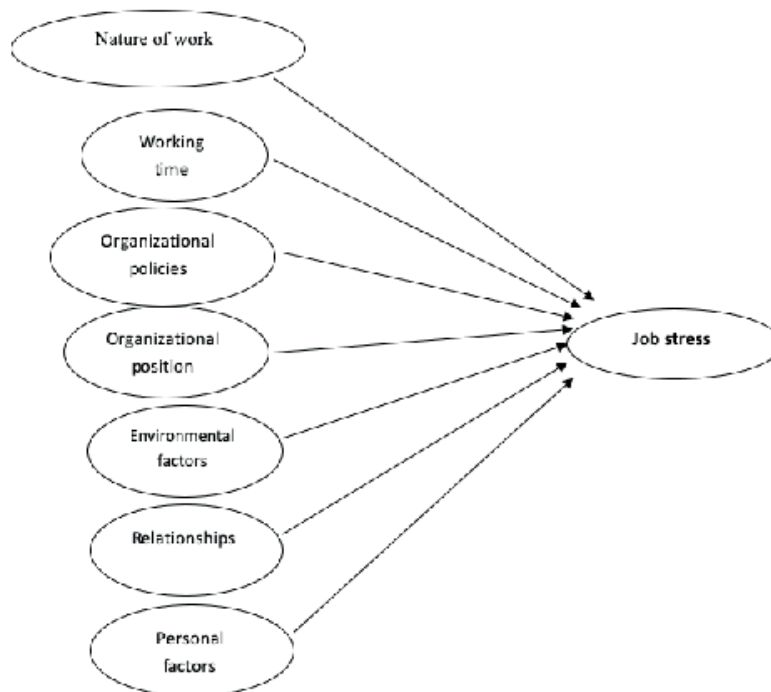
Environmental factors: The purpose of environmental factors is the existence of hazardous working conditions and unfair allocation of workload among employees, different attitudes and the existence of contradictions in organizational roles (Thomas et al. 2005).

Relationships: Communication is one of the most influential factors in the formation of stress in a way that examines the leadership style of managers and their way of dealing with employees and the type of communication between employees and managers (Thomas et al. 2005).

Personal factors: The personality and family factors of the individual are examined. These factors include the difficulty in employing employee abilities and the conflict between work and family, the lack of adequate holidays for employees, and the lack of suitable learning environment (Thomas et al. 2005).

Conceptual model of research

Figure 1 - The Conceptual Model of Research, Thomas and Associates 2005



Research method

The research methodology is a set of valid and systematic rules, tools, and methods for investigating facts, identifying uncertainties and finding solutions to problems. The adoption of scientific research methodology is the only way to achieve acceptable and scientific achievements (Khaki, 2005). The present research is applied in the practical sense and considering that any applied research is carried out within the framework of a scientific theory, therefore, we need fundamental research for applied research, as well as this study in order to investigate and better understand the relationships between variables in current condition. Therefore, it is in the category of descriptive and survey research.

Statistical Society

The statistical society is a set of individuals, objects, and ... which are at least in one common attribute.

The statistical population of this research is the employees of the branches of the Bank of Commerce in Khorasan Razavi province, which is 950 people.

The statistical sample

A sample is a set of signs that are chosen from a single part, a group, or a larger society, so that this set represents the qualities and attributes of that part, group, or larger community (the same source).

Considering the fact that the community consists of branches of the Bank of Commerce in Khorasan Razavi province, which includes 104 branches and 950 people, we use a cluster random sampling method, which means that the number needed and appropriate to the population of each cluster, we select sample people. One of the usual formulas for calculating the sample size is the Cochran formula:

$$n = \frac{\frac{z^2 pq}{d^2}}{1 + \frac{1}{N} \left(\frac{z^2 pq}{d^2} - 1 \right)}$$

In the above formula, the maximum allowed error (d) is 0.05, the confidence coefficient is 0.95, $t = 1.96$, and the values of p and q are each equal to 0.5 and society = N is considered. The value of P is equal to 0.5. Because if $P = 0.5 = N$, it will find its maximum value and this will cause the sample to be large enough (Ramsar, 2009). Calculated by Cochran formula, the sample size of the research was estimated at approximately 274 people.

Data and Information Collection Tool

The data collection method is divided into two groups of fields and libraries.

A) **Library method:** To study the theoretical foundations of the subject of research, and to collect information about the theoretical framework and the history of research, the library method will be used to use internal and external books.

B) **Field method:** To collect the information required to test the hypotheses and evaluate the opinions of the employees of the branches of the Bank of Commerce in Khorasan Razavi province, using a questionnaire. The questionnaire used in this study was a questionnaire of job stressors prepared by Thomas and colleagues.

Data and data analysis method

In order to analyze the data and describe the characteristics of the sample, first, the collected data are summarized and classified using descriptive statistics indices (average, frequency table, graph), then using inferential statistics indices, data analysis and Investigating and modeling the relationship between variables by drawing the distribution chart, obtaining the Pearson correlation coefficient and performing a simple linear regression that will be used for this task from the spss bundle. Pearson correlation coefficients are also used to rank variables.

Review the research hypotheses

First hypothesis: There is a meaningful relationship between the nature of the job and the job stress of the employees.

To determine whether there is a significant relationship between the nature of the job and the job stress of the employees, we first draw a diagram of the distribution of these two variables.

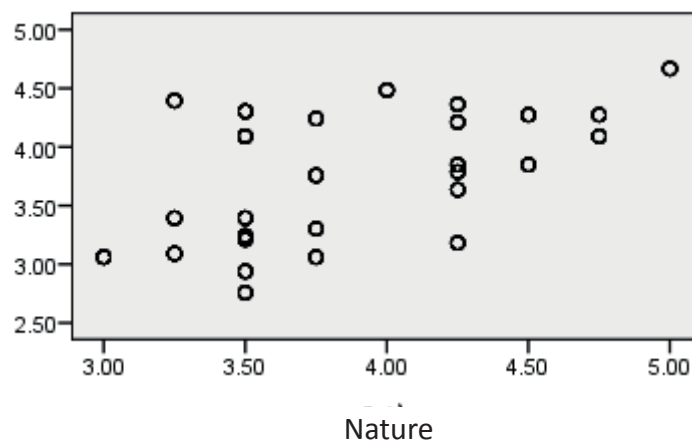


Chart 1 Distribution Scale of Variables of Job Nature and Job Stress of Employees

The distribution diagram of the variables of job nature and job stress of employees shows a significant linear relationship between these two variables. We use the Pearson correlation coefficient to show the amount and type of correlation between these two variables.

Table 1 - The amount and type of correlation between variables

Deviation from the criterion	Average	Descriptive Indicators
0.55025	3.7452	Staff stress
0.53282	3.8394	The nature of the job
Probability value=0.000	Pearson=0.525	

According to table (1), descriptive index, Pearson correlation coefficient (0.525) and probability value (0.000) for two variables of job occupation and job stress, since the correlation coefficient has a tendency and the probability value is less than 0.05. Said the hypothesis of the existence of the relationship between these two variables is meaningful, with regard to the positive correlation coefficient, the relation between these two variables is direct. Now, we use the regression equation to determine the effect of variables on the job nature on job stress. According to the distribution diagram and the Pearson correlation coefficient, we can say that there is a linear relationship between the two conversions. For this purpose, simple linear regression ($Y = a + bX$) is used to fit the appropriate fit to show the effect of these two variables on each other. .

Note: In this hypothesis, we consider the job stress of employees as dependent variable and the variable of the nature of the job as an independent variable.

Table 2. Regression coefficients, determination coefficient and significance of the model

	Regression coefficients	T test statistics	Sig(Probability value)
Fixed coefficient	1.662	8.042	0.000
The nature of the job	0.543	10.180	0.000
0.276		F=103.642	P=0.000

According to Table (2), which shows the regression coefficients of the fitted model, the following model can be proposed to predict the dependent variable of the employee's job stress (Y) with respect to the independent variable of the nature of the occupation (X).

Regarding the fitted model, it can be said that the nature of the job has a positive effect on the job stress of the staff, so the more the nature of the job is stronger, the level of job stress also increases, and vice versa.

Note: Regarding the value of the coefficient of determination of the model (R^2) as well as the value of the F test statistic (for meaningful evaluation), the validity and appropriateness of the fitted model are confirmed.

Similarly, we continue for other assumptions, the variables are prioritized as follows:

Prioritize Variables

1. Organizational policy 927/0
- 2- Organizational position 90/0
3. Personal factors 843/0
- 4- Work time 752/0
- 5- Relations 695/0
6. Environmental factors 663/0
7. The nature of the job is 525/0

Organizational Policies: The Pearson correlation coefficient (0.927) and probability (0.000) for two variables indicate organizational and job stress, since the correlation coefficient is much closer to one and probability is also less than 0.05. It can be said that the hypothesis of the relationship there is a significant relationship between these two variables. Due to the positive correlation coefficient, the relationship between these two variables is direct. According to the fitted model, it can be said that organizational policies have a positive left on employees' job stress, so the stronger the organizational policies, the higher the level of job stress of the employees, and vice versa. Consequently, organizational policies such as inadequate knowledge of organizational goals, the ability to adapt to issues with the changing nature of jobs, the contradiction between different demands in the job, inadequate space for innovation, and the existence of bureaucracy in the trade bank for employees, have the greatest impact on employees' job stress and as The first priority is considered.

Organizational positions: The Pearson Correlation Coefficient (0.927) and probability value (0.000) for both organizational position and job stress indicate that the correlation coefficient is much closer to one and the probability is also less than 0.05. It can be said that the assumption of the relationship between these two variables are significant, which is due to the positive correlation coefficient between these two direct variables. According to the fitted model, it can be said that the organizational position has a positive effect on employees' job stress, so the higher the organizational status is, the higher the level of job stress of the employees

Finds and vice versa. As a result, organizational positions such as ambiguity in job requirements, inadequate freedom of decision making, lack of rights, lack of guidance and counseling on the job path, lack of opportunities for promotion and lack of job stability in the Trade Bank for employees after organizational policies have the greatest impact. Has a job stress in the staff and is considered a second priority.

Relationships: Pearson correlation coefficient (0.695) and probability value (0.000) for two variables of job relationships and stress indicate that good correlation coefficient and probability is also less than 0.05. It can be assumed that the relationship between these two variables is significant According to the positive correlation coefficient; the relationship between these two variables is direct. Regarding the fitted model, it can be said that relationships have a positive effect on the job stress of employees, so the higher the relationship, the higher the level of job stress of the employees, and vice versa. As a result, the relationships include low recognition and appreciation for the work done, the difficulty and the problem with the management style of the managers, poor communication with colleagues, and poor communication with the opposing staff at the Bank of Trade for employees as the fifth priority.

Environmental factors: Pearson correlation coefficient (0.663) and probability (0.000) for two variables of environmental factors and job stress, because the correlation coefficient and probability are less than 0.05, we can say that the assumption of the relationship between these two variables It is significant that, given the positive correlation coefficient, the relationship between these two variables is direct. According to the fitted model, it can be said that the environmental factors have a positive effect on job stress in the staff, so that the more environmental factors are most affected, the level of job stress also increases, and vice versa. As a result, environmental factors such as different managerial attitudes, controversies in the role, poor working environment, and the existence of hazardous working conditions in the Bank for Trade are considered to be the sixth priority.

Job nature: The Pearson correlation coefficient (0.525) and probability (0.000) for two variables indicate the nature of the job and job stress, since the correlation coefficient has a tendency and the probability value is less

than 0.05. It can be said that the assumption of the relationship between these two variables are significant, which is due to the positive correlation coefficient between these two direct variables. According to the fitted model, it can be said that the nature of the job has a positive effect on the job stress of the staff, so the more the nature of the job is stronger, the level of job stress also increases, and vice versa. As a result of the nature of the job, such as the high volume of qualitative work, the highly specialized nature of the work, the need for a great deal of interaction with individuals, and the presence of low challenges in the job at the Trade Bank for employees, is considered as the seventh priority.

Conclusion

In order to analyze the data and describe the characteristics of the sample, first, the collected data are summarized and classified using descriptive statistics indices (average, frequency table, graph), then using the inferential statistics index data analysis and modeling of the relationship between variables were performed through simple regression and then, using t-test, hypotheses have been tested and the spss software package will be used for this.

Analyze and interpret the results of research hypotheses

Descriptive findings

The results of demographic statistics show that the highest frequency is related to male gender, which is 86.5% of the sample number. Also, the highest frequency is the degree of bachelor's degree, which is 50% of the sample number. The highest frequency of age is related to 30 It is up to 40 years old and has the highest work record of 10 to 20 years, which is 60.2%.

Inferential Findings

After processing the data by statistical tools and software, the following results were obtained that could confirm or rule out the assumptions raised in the research. In order to test the hypotheses, firstly, the collected data are summarized and classified using descriptive statistics (average, frequency table, and graph), then by using inferential statistics, analyzing the data and studying and modeling the relationship between variables, simple regression was applied and then the hypotheses were tested using t-test.

First hypothesis: There is a meaningful relationship between the nature of the job and the job stress of the employees.

Between variables of job nature and job stress, there is a relatively linear relationship between employees. The Pearson correlation coefficient in this relation is 0.525 and since the correlation coefficient has a tendency and the probability value is less than 0.05, we can say that the hypothesis of the relationship between this there are two significant variables which according to the positive correlation coefficient the relationship between these two variables is direct. The nature of the job has a positive effect on the job stress of the employees, as the nature of the job (such as the high volume of qualitative work, the very specialized nature of the work, the great interaction with individuals and the presence of low challenges in the job) is stronger, the level of job stress also increases. And conversely.

Second hypothesis: there is a meaningful relationship between work time and job stress.

There is a significant linear relationship between job-time variables and job stress. The rate of Pearson correlation coefficient in this relation is 0.752 and since the correlation coefficient to a near and probability value is also less than 0.05, it can be said that the hypothesis of the relationship between these two variables is significant, considering that the correlation coefficient is positive, the relationship between these two The variable is direct. The work time has a positive impact on the employees' job stress, so that the higher the time of work (the high volume of work, the time frame of difficulty for work, and the work pressures), the amount of job stress also increases, and vice versa.

Third hypothesis: There is a meaningful relationship between organizational policies and job stress.

There is a linear relationship between the variables of organizational policies and job stress. The Pearson correlation coefficient is 0.927, and since the correlation coefficient is very close to one and the probability is also less than 0.05, it can be said that the assumption of the existence of the relationship between these two variables is significant, considering the positive correlation coefficient of the two the variable is direct. Organizational policies have a positive impact on the employees' job stress, such as organizational policies (inadequate knowledge of

organizational goals, conflicts between different demands in the job, ability to adapt to issues with changing job conditions, inadequate space for innovation, and bureaucratic existence). Staff stress also increases, and vice versa.

Fourth hypothesis: there is a meaningful relationship between organizational position and job stress.

There is a significant linear relationship between organizational position and job stress. The Pearson correlation coefficient in this relation is 0.927, and since the correlation coefficient is very close to one and the probability is also less than 0.05, we can say that the assumption of the existence of the relationship between these two variables is significant, considering that the correlation coefficient is positive, there are two direct variables. Organizational positions have a positive impact on the job stress of employees, such as the greater the organizational positionure (ambiguity in job requirements, inadequate freedom of decision making, lack of rights, lack of guidance and counseling in the career path, lack of opportunities for promotion and lack of job stability) The level of job stress also increases, and vice versa.

Fifth hypothesis: There is a significant relationship between environmental factors and job stress.

There is a significant linear relationship between the variables of environmental factors and job stress. The Pearson correlation coefficient is 0.663, and since the correlation coefficient and the probability value are less than 0.05, we can say that the assumption of the relationship between these two variables is significant, which is due to the positive correlation coefficient between the two direct variables. Be Environmental factors have a positive impact on job stress of employees, so the more environmental factors (different managerial attitudes, controversies in the role, unfair workload allocation, poor working environment and the presence of hazardous working conditions) will be more effective. The level of job stress also increases. And conversely.

Sixth hypothesis: There is a meaningful relationship between the relationships and job stress of the employees.

There is a significant linear relationship between job relationship variables and job stress. The Pearson correlation coefficient in this relation is 0.695. Since the correlation coefficient and probability are also less than 0.05, we can say that the hypothesis of the relationship between these two variables is significant. Considering the positive correlation coefficient, the relation between these two variables Is straight. Relationships have a positive effect on employees' job stress, so that whatever relationships (low recognition and appreciation for work, difficulty and problem with managerial style, poor communication with colleagues, weak communication with managers / supervisors, and poor communication with opposing staff) The level of job stress also increases, and vice versa.

Seventh hypothesis: There is a meaningful relationship between personal factors and job stress.

There is a significant linear relationship between personal factor variables and job stress of employees. The Pearson correlation coefficient in this relation is 0.843. Since the correlation coefficient is close to one and the probability value is less than 0.05, we can say that the assumption of the existence of the relationship between these two variables is significant, considering that the correlation coefficient is positive there are two direct variables. Personal factors have a positive impact on the job stress of the staff, so that the more personal factors (the difficulty and the problem in utilizing the abilities, the lack of opportunities for learning new skills, the conflict between work and family and the lack of holidays) Finds and vice versa.

Suggestions for Trade Bank Managers

Suggestions based on the results obtained and prioritizing the variables of this research are as follows:

Based on the results, organizational policies have the greatest impact on the job stress of the employees working in the branches of the Trade Bank, which indicates the fact that the level of awareness of individuals from organizational goals is very low and there is no room for innovation and progress in this bank. Managers of the bank should increase their employees' awareness of their goals and establish a space for expressing their existence in order to advance, as well as engage in decisions and suggestions of employees in banking and executive affairs.

In the present study, insufficient salary and benefits and job stability were observed at a low level. From the viewpoint of the employees, the managers have little interest in providing advice and guidance to the employees. In this regard, it is suggested that managers of the Trade Bank of Khorasan Razavi Branches to take advice and guidance of the employees, take measures and also take into account the amount of work they receive.

The next factor affecting the job stress of the staff is personal factors, including the conflict between work and family affairs of employees and the lack of vacations and the lack of suitable learning environment. The suggestion made to managers is that by communicating more with the employees, they can understand the contradictions

between their work and their family, and take steps to resolve them.

The factors of work time and relationships are modest in the impact on employees' job stress. In these areas, managers are recommended to reduce the amount of time and labor pressure and to increase the relationship between employees and among themselves and employees, also measures thinking that these factors do not have a greater impact on the job stress of employees in the future.

Concerning the environmental factors and the nature of the job, it was concluded that among the various factors, these two factors had the least effect on the job stress of the employees, and in a way, these two factors were in a desirable level. In the field of environmental factors, the bank has been able to overcome environmental threats including hazardous job conditions and, in terms of the nature of the job, the volume of the quality of work is fairly distributed among the people and the interaction among people at a good level, therefore, it is recommended that managers follow the process. It is not difficult to enter into these factors at the desirable level of the employees.

BIBLIOGRAPHIC REFERENCES

- Cathrine Reineholm, Maria Gustavsson and Kerstin Ekber "Evaluation of job stress models for predicting health at work", Linköping University Electronic Press
- Torshizi, Marzieh and Saadat Joo, Sa'al Alireza, with descriptive-analytic study on 196 employees of a Tirelo Plastics Plant, Journal of Birjand University of Medical Sciences, 2012
- Edimansyah B, Rusli B, Naing L. (2008). "Effects of short duration stress management training on self-perceived depression, anxiety and stress in male automotive assembly workers: a quasi-experimental study." Journal of Job Medicine and Toxicology 2008, 3:P:28.
- McCue J.D, Sachs C.L, (2004). "A stress management workshop improves residents' coping skills". Tufts University School of Medicine, Boston, and Mass. PMID: 1953233 Pub Med
- Azizi Yahaya, Noordin Yahaya, Abdul Talib Bon, Sharifuddin Ismail and Tan Chui Ing "Stress level and its influencing factors among employees in a plastic manufacturing and the implication towards work performance", Elixir Psychology 41 (2011) 5932-5941
- Alawi, Seyyed Aminollah (1993): "Neuropsychological and psychological stress in the organization." Public Administration Publication No. 20, State Education Management Education Center.
- Association for the Health and Safety Studies, following a study in June 2001
- Boroumand, Zahra (1996): Organizational Behavior Management, Payam Noor Publications.
- Commander, Behnam. Mohammadi, Mohammad Ali. Habibi, Aqil, Zamanzadeh, Vahid, Dadkhah, Behrooz, Rumi, Parviz and Mozaffari, Nasser. Evaluation of job stress and some factors affecting it in women's jobs in the city of Ardabil in 2011- Ardabil Journal of Medical Sciences 2011
- Ghobadi Bigand, Mehrab 2009, A Case Study of Work Stress in the Organization
- GholamReza Jandaghi, PhD, Professor, Faculty of Management, University of Tehran, of Qom Campus, Iran, Sayed Mojtaba Hosseini Fard, Graduate student of Human Resource Management, Shahed University, Iran, Mohammad Saadatmand, Graduate student of Financial Management, Shahed University, Iran
- Grihakana .1382- Stress from the psychotherapy complex, p. 169.
- Khaki, Gholam Reza (1375): "Guiding Nervous Stress toward Increasing Organizational Productivity", Journal of the field, No. 16, Kowsar Economic Organization.
- Khatoni, A survey on job stress among operating room staffs in Zahedan teaching hospitals in Zahedan, Zahedan Medical Sciences University

- Koichi Miyaki, Yixuan Song, Nay Chi Htun, Akizumi Tsutsumi, Hideki Hashimoto, Norito Kawakami, Masaya Takahashi, Akihito Shimazu, Akiomi Inoue, Sumiko Kurioka and Takuro Shimbo "Folate intake and depressive symptoms in Japanese workers considering SES and job stress factors: J-HOPE study" *BMC Psychiatry* 2012
- Lutanz, Fred (1993): *Organizational Behavior*, Translated by Gholam Ali Sarmad, Tehran, Iran Banking Institute, Central Bank of the Islamic Republic of Iran.
- Michael T. Matteson & John M. Ivancevich (1987). *Managing Job Stress and Health*, New York: the Free press
- Mohiddini, Parisa. 1388 Paper of Stress Types and Methods to Copy it
- Morhed and Griffin (1374): *Organizational Behavior*, Translated by Seyyed Mehdi Alvani and Gholamreza Memarzadeh, Tehran, Pearl Publications.
- N. A. Gillespie, M. Walsh, A. H. Winefield, J. Dud and C. Stough. (2001). "Job stress in universities: staff perceptions of the causes, consequences and moderators of stress". *Journal of WORK & STRESS*. 15(1): PP:53-72
- Pouranghi, Amin, Asadi, Hassan, Sajjadi, Nasrallah, Comparison and Comparison of Job Stressors and Organizational Strategies in Managing Organizations at Sports Industries of Iran Oil Company (2010).
- Robbins, Stephen P. (1995): *Organizational Behavior Management*, Ali Parsayian and Arabi Translation, Tehran, Bazargan Institute of Studies and Research.
- S. Thomas Ng, Tony K.C. Leung, Martin Skitmore. 2005 Manageability of stress among construction project participants
- Saatchi, Mahmoud (1370): *Psychology at Work, Organization and Management*, Second Edition, Tehran Government Education Management Center.
- Sabagh Mellahsini, Faith. 1389. Research on the effect of time management on reducing job stress in the environment
- Sarmat, merchant. Hejazi 1385. "Research Methods in Behavioral Science". Tehran. Publishing Awareness.
- Semmer, N. (1998). Individual differences, work stress and health. In M.J. Schabracq, J.A.M. Winnubst & C.L. Cooper (eds). *Handbook of work and health psychology*. Chichester, UK: Wiley
- Suri, H. Rahimi, M. Hossein, M. Hossein, Epidemiologic study of job stress in the managers of automotive industry group of Iran (2006)
- Trade Bank website www.tejaratbank.ir
- Uma Sakaron, 2006, Translated by Mohammad-Asabebi and Mahmoud Shirazi, *Research Methods in Management*, Fourth Edition, Tehran, Institute of Management and Planning.