























6. Knight, D. K., Kim, H. J., & Crutsinger, C. (2007). Examining the effects of role stress on customer orientation and job performance of retail salespeople. *International Journal of Retail & Distribution Management*, 35, 381–692.
7. Kumari, G., Joshi, G., & Pandey, K. M. (2015). Job satisfaction and job stress in software companies: A review. *Advances in Economics and Business Management (AEBM)*, 2, 756–760.
8. Mann, S. (1999). Emotion at work: To what extent are we expressing, suppressing, or faking it? *European Journal of Work and Organizational Psychology*, 8, 347–369.
9. Mayer, J. D., & Salovey, P. (1997). What is emotional intelligence? In P. Salovey & D. Sluyter (Eds.), *Emotional development and emotional intelligence: Educational implications* (pp. 3–31). New York, NY: Basic Books.
10. National Institute for Occupational Safety and Health (NIOSH).
11. Nikolaou, I. and I. Tsaousis, 2002. Emotional intelligence in the workplace: Exploring its effects on occupational stress and organizational commitment. *Int. J. Organiz. Anal.*, 10: 327-342.
12. Oginska-Bulik, N. (2005). Emotional intelligence in the workplace: Exploring its effects on occupational stress and health outcomes in human service workers. *International Journal of Occupational Medicine and Environmental Health*, 18, 167–175.
13. Singh, D., 2006. *Emotional Intelligence at Work*. Response Books, New Delhi.
14. Shukla, A., & Srivastava, R. (2016). Examining the effect of emotional intelligence on socio-demographic variable and job stress among retail employees. *Cogent Business & Management*, 3(1), 1201905.
15. Spector, P.E. and A. Goh, 2001. The Role of Emotions in the Occupational Stress Process. In: *Exploring Theoretical Mechanisms and Perspectives*, Perrewe, P.L. and D.C. Ganster (Eds.). JAI Press, New York, USA., pp: 195-232.
16. Spss, S. (1990a). *Reference Guide*. Chicago, IL: Author.
17. Spss, S. (1990b). *Categories*. Chicago, IL: Author
18. Vembar, V. and S.K. Nagarajan, 2011. Emotional intelligence and organisational stress. *Proceedings of the 3rd International Conference on Information and Financial Engineering*, August 19-21, 2011, Shanghai, China, pp: 399-401.
19. Wong, C.-S., & Law, K. S. (2002). The effects of leader and follower emotional intelligence on performance and attitude. *The Leadership Quarterly*, 13, 243–274.
20. World Health Organization (WHO). (2005). *Mental health and working life. WHO European ministerial conference on mental health: Facing the challenges building solutions*. Retrieved June 19, 2007