

A Study to Assess the Level of Stress and Coping Strategies Adopted By Executives of the Selected Establishments in Pune City

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Abstract: *Background:* Stressors have a major influence upon mood, our sense of well-being, behavior, and health. Acute stress responses in young, healthy individuals may be adaptive and typically do not impose a health burden. *Aim:* To assess the level of stress and coping strategies adopted by executives of the selected establishments in Pune city. *Methods:* The research design that is chosen for this study is non-experimental descriptive research, convenient sampling technique used in this study to assess the level of stress and coping strategies of Executives. *Results:* Majority 68% of the samples were in the age group of 36-50 years. p-values corresponding to age and number of years of experience are small (less than 0.05), p-values corresponding to individual stress management techniques (less than 0.05) and p-values corresponding to organization factors 'Restroom' and 'Transport' have small p-values (less than 0.05). *Conclusion:* There are various factors which cause stress such as age, gender, religion, Designation, Education, Area of specialization, number of years of experience, monthly income, marital status, type of family, type of house, hobbies or leisure activities, play sport, smoking and drinking habit, number of hours of sleep, quality of sleep as well as illness and to reduce they adopted various individual and organizational stress management techniques such as attending social activities, Relaxing during the day, Doing exercises, Religious activities, Taking anti-anxiety/antidepressant drugs/sleeping pills/pain killers, Health insurance for yourself/spouse/children and listening others' views and providing feedback were found.

Keywords: Executive, Stress, Coping Strategies and Assess

1. Introduction

Stress is a term in psychology and biology, first coined in the biological context in the 1930s, which has in more recent decades become commonly used in popular parlance. It refers to the consequence of the failure of an organism – human or animal – to respond appropriately to emotional or physical threats, whether actual or imagined^[1]. Stress symptoms commonly include a state of alarm and adrenaline production, short-term resistance as a coping mechanism, and exhaustion, as well as irritability, muscular tension, inability to concentrate and a variety of physiological reactions such as headache and elevated heart rate^[2].

Chronic stress can significantly affect many of the body's immune systems, as can an individual's perceptions of, and reactions to, stress. The term psychoneuroimmunology is used to describe the interactions between the mental state, nervous and immune systems, as well as research on the interconnections of these systems. Immune system changes can create more vulnerability to infection, and have been observed to increase the potential for an outbreak of psoriasis for people with that skin disorder^[3,4]. Stressors have a major influence upon mood, our sense of well-being, behavior, and health. Acute stress responses in young, healthy individuals may be adaptive and typically do not impose a health burden. However, if the threat is unremitting, particularly in older or unhealthy individuals, the long-term effects of stressors can damage health. The relationship between psychosocial stressors and disease is affected by the nature, number, and persistence of the stressors as well as by the individual's biological vulnerability (i.e., genetics, constitutional factors),

psychosocial resources, and learned patterns of coping. Psychosocial interventions have proven useful for treating stress-related disorders and may influence the course of chronic diseases^[5,6]. The mediating impact of organizational commitment on the relationship between organizational stressors and employee health and well-being. Data were collected from 401 operator level employees working in business process outsourcing organizations (BPOs) based in New Delhi, India. In this research several dimensions from ASSET, which is an organizational stress screening tool, were used to measure employee perceptions of stressors, their commitment to the organization, their perception of the organization's commitment to them, and their health and well-being. Data were analyzed using structural equation modeling on AMOS software. Results of the mediation analysis highlight both employee commitment to their organization and their perceptions of the organization's commitment to them mediate the impact of stressors on physical health and psychological well-being. All indices of the model fit were found to be above standard norms. Implications are discussed with the view to improving standards of health and well-being within the call center industry, which is a sector that has reported higher turnover rates and poor working conditions among its employees internationally^[7].

2. Material and Methods

The research design that is chosen for this study is non-experimental descriptive research. In this study, we assess the level of stress and coping strategies of Executives.

Settings and Samples:

The study is conducted in the credence Resource management, Sample consisted of 100 executives.

Tool and Technique:

Research design is the plan, structure, and strategy of investigations of answering the research question is the overall plan or blue-print the researchers select to carry out their study^[8].

Validity and Reliability:

The content validity and reliability score was found to be 0.85 the validity of the tool it was submitted to 17 experts along with the synopsis. Tool was returned by 14 experts; involving 13 faculty members of the psychiatry specialty, 1 statistician and the corrections were done. Reliability of the tool was carried out among 10 subjects in multinational company.

Results: Analysis and interpretation of the data was based on the projected objectives of the study.

- Analysis of data related to the demographic characteristics of the samples (executives) in frequency and percentages.
- Analysis of data related to the factors responsible for causing stress among the executives.
- Analysis of data related to the organizational and work related factors leading to stress among the executives.

Organization of the study findings:

Section I:

It deals with the description of samples based on their personal characteristics.

Section II:

It deals with the data related to the factors responsible for causing stress among the executives

Section III:

It deals with the data related to the organizational and work related factors leading to stress among the executives.

Section I

Description of samples based on their personal characteristics

Table 1: Description of samples based on their personal characteristics of the samples (executives) in frequency and percentages

Demographic variable	Freq	%
Age in years		
21-35 years	14	14.0%
36-50 years	68	68.0%
> 50 years	18	18.0%
Gender		
Female	22	22.0%
Male	78	78.0%
Religion		
Christian	8	8.0%
Hindu	77	77.0%
Muslim	11	11.0%
Punjabi	4	4.0%
Designation at work		

Administrator	13	13.0%
Architect	1	1.0%
CEO	16	16.0%
Doctor	1	1.0%
Executive	8	8.0%
Manager	59	59.0%
MD	2	2.0%
Education		
Graduation	14	14.0%
Post-graduation and above	86	86.0%
Area of specialization		
Administration	13	13.0%
Ayurveda	1	1.0%
communication	1	1.0%
Finance	20	20.0%
HR	18	18.0%
Marketing	39	39.0%
Mathematics	8	8.0%

Demographic variable	Freq	%
Number of years of experience		
up to 10 years	22	22.0%
11 to 20 years	46	46.0%
21 to 30 years	29	29.0%
More than 30 years	3	3.0%
Monthly income		
46,000-55,000	6	6.0%
56,000-65,000	34	34.0%
66,000+above	60	60.0%
Marital status		
Divorced	8	8.0%
Married	79	79.0%
Unmarried	13	13.0%
Type of family		
Extended	3	3.0%
Joint	40	40.0%
Nuclear	51	51.0%
Single parents	6	6.0%
Type of house		
Family house	18	18.0%
Institution accommodation	1	1.0%
Own	73	73.0%
Rented	8	8.0%
Hobbies or leisure activities		
No	6	6.0%
Yes	94	94.0%
Play sport		
No	8	8.0%
Yes	92	92.0%
Smoking or drinking habit		
No	28	28.0%
Yes	72	72.0%
Number of hours you sleep everyday		
Upto 5 years	9	9.0%
5 to 7 years	75	75.0%
7 to 8	16	16.0%

Demographic variable	Freq	%
Quality of sleep		
Disturbed	18	18.0%
Undisturbed	82	82.0%
Illness		
No	75	75.0%
Yes	25	25.0%

14% of the samples had age 21-35 years, 68% of them had age 36-50 years and 18% of them had age above 50 years.

Section II: It deals with the data related to the factors responsible for causing stress among the executives

Demographic variable		Mild	Moderate	Severe	p-value
Age	> 50 years	5	13	0	0.038
	21-35 years	3	12	0	
	36-50 years	2	59	6	
Gender	Female	1	18	2	0.555
	Male	9	66	4	
Religion	Christian	1	5	3	0.142
	Hindu	8	66	2	
	Muslim	0	10	1	
	Punjabi	0	4	0	
Designation at work	Administrator	3	11	0	0.476
	Architect	0	1	0	
	CEO	0	16	0	
	Doctor	0	1	0	
	Executive	0	7	0	
	Manager	7	47	5	
Education	MD	0	1	1	0.657
	Graduation	3	12	0	
	Post-graduation and above	7	72	6	
Area of specialization	Administration	1	11	1	0.984
	Ayurveda	0	1	0	
	Communication	0	1	0	
	Finance	1	18	1	
	HR	2	15	0	
	Marketing	4	32	4	
Number of years of experience	11 to 20 years	3	40	4	0.003
	21 to 30 years	2	26	0	
	More than 30 years	4	0	0	
	Up to 10 years	1	18	2	
	Monthly income	46,000-55,000	0	6	
56,000-65,000	2	29	2		
66,000+above	7	50	4		

Table 2: Fisher's exact test for factors responsible for causing stress among the executives, N=100

Demographic variable		Mild	Moderate	Severe	p-value
marital status	Divorced	1	6	1	0.366
	Married	9	66	4	
	Unmarried	0	12	1	
type of family	Extended	0	4	0	0.554
	Joint	4	31	4	
	Nuclear	5	45	1	
	Single parents	1	5	0	
type of house	Family house	0	18	0	0.497
	Institution accommodation	0	1	0	
	Own	10	57	6	
	Rented	0	8	0	
hobbies or leisure activities	No	2	4	0	0.097
	Yes	7	81	6	
play sport	No	2	5	1	0.103
	Yes	7	80	5	
do you have smoking or drinking habit	No	4	20	4	0.150
	Yes	6	64	2	

Number of hours you sleep everyday	5 to 7 years	7	64	4	0.348
	7 to 8	2	11	2	
	Upto 5 years	0	10	0	
Quality of sleep	Disturbed	4	13	1	0.277
	Undisturbed	6	71	5	
Illness	No	5	65	5	0.274
	Yes	5	19	1	

Since p-values corresponding to age and number of years of experience are small (less than 0.05), demographic variables age and number of years of experience were found to have significant association with stress of executives.

Section III- It deals with the data related to the organizational and work related factors leading to stress among the executives

Table 3: Fisher's exact test for the individual factors leading to stress among the executives, (N=100)

Individual stress management technique		Mild	Moderate	Severe	p-value
Listening music	Never	1	7	0	0.173
	Rarely	1	2	0	
	Occasionally	0	10	0	
	Frequently	0	25	0	
	Always	7	41	6	
Attending social activities	Never	7	16	0	0.007
	Rarely	1	26	1	
	Occasionally	1	17	0	
	Frequently	0	18	5	
	Always	0	8	0	
Relaxing during the day	Never	5	10	0	0.033
	Rarely	2	34	1	
	Occasionally	1	13	0	
	Frequently	0	23	4	
	Always	1	5	1	
Doing exercises	Never	5	9	0	0.002
	Rarely	0	28	1	
	Occasionally	4	19	0	
	Frequently	0	23	2	
	Always	1	6	2	
Religious activities	Never	5	9	0	0.010
	Rarely	1	27	0	
	Occasionally	3	25	1	
	Frequently	0	18	2	
	Always	1	6	2	
Taking anti-anxiety/ antidepressant drugs/sleeping pills/pain killers.	Never	5	21	0	0.028
	Rarely	2	18	0	
	Occasionally	1	27	1	
	Frequently	0	11	5	
Always	1	8	0		

Table 3 cont....

Individual stress management technique		Mild	Moderate	Severe	p-value
Keeping a time plan	Never	4	13	0	0.073
	Rarely	5	21	1	
	Occasionally	0	29	2	
	Frequently	0	17	1	
	Always	1	5	1	
Delegating responsibilities	Never	4	12	0	0.080
	Rarely	4	27	1	
	Occasionally	1	25	3	
	Frequently	0	19	1	
	Always	1	1	1	
Eat a balanced well managed diet.	Never	4	10	0	0.130
	Rarely	3	22	1	
	Occasionally	0	29	1	
	Frequently	1	19	0	
	Always	1	5	4	
Health insurance for yourself/ spouse/ children.	Never	4	8	1	0.028
	Rarely	5	22	1	
	Occasionally	1	30	0	
	Frequently	0	14	4	
	Always	0	10	0	
Listening others' views and providing feedback.	Never	5	11	0	0.011
	Rarely	3	23	1	
	Occasionally	0	34	1	
	Frequently	2	12	1	
	Always	0	5	2	
Sharing and ventilating feelings with a near one.	Never	5	18	0	0.140
	Rarely	4	24	0	
	Occasionally	1	19	2	
	Frequently	0	18	3	
	Always	0	5	1	

Since p-values corresponding to individual stress management techniques:-Attending social activities, Relaxing during the day, Doing exercises, Religious activities, Taking anti-anxiety/antidepressant drugs/sleeping pills/pain killers, Health insurance for yourself/spouse/children and Listening others' views and providing feedback are small (less than 0.05), individual stress management techniques - Attending social activities, Relaxing during the day, Doing exercises, Religious activities, Taking anti-anxiety/antidepressant drugs/sleeping pills/pain killers, Health insurance for yourself/spouse/children and Listening others' views and providing feedback were found to have significant association with stress among executives.

Table 4: Fisher's exact test for the organizational and work related factors leading to stress among the executives, N=100

Organizational stress management technique		Mild	Moderate	Severe	p-value
Restroom	Good	5	45	6	0.007
	Not satisfactory	5	9	0	
	Not available	0	30	0	
Washroom	Good	5	51	6	0.516
	Not satisfactory	4	23	0	
	Not available	1	10	0	
Cafeteria	Good	7	55	6	0.680
	Not satisfactory	3	25	0	
	Not available	0	4	0	
Transport	Good	5	39	6	0.002

Recreational facilities	Not satisfactory	5	10	0	0.640
	Not available	0	35	0	
	Good	7	52	6	
Breaks at short interval	Not satisfactory	3	22	0	0.390
	Not available	0	10	0	
	Never	0	14	0	
	Rarely	1	19	1	
	Occasionally	9	38	3	
Health checkup	Frequently	0	7	2	0.961
	Always	0	5	1	
	Never	0	5	0	
	Rarely	3	14	2	
	Occasionally	7	45	4	
Offsite picnics family trips.	Frequently	0	12	1	0.709
	Always	0	7	0	
	Never	0	7	0	
	Rarely	4	12	2	
	Occasionally	6	45	4	

Table 4 cont....

Organizational stress management technique		Mild	Moderate	Severe	p-value
Programs on balanced dieting/Yoga, medications, etc.	Never	1	8	0	0.487
	Rarely	2	23	2	
	Occasionally	7	33	3	
	Frequently	0	15	1	
	Always	0	4	1	
Programs on time management techniques	Never	0	9	0	0.253
	Rarely	3	21	1	
	Occasionally	6	26	2	
	Frequently	1	23	0	
	Always	0	5	3	
Personality & Career Development program	Never	0	5	0	0.794
	Rarely	3	17	1	
	Occasionally	6	38	1	
	Frequently	1	17	3	
	Always	0	7	1	
Employees assistance program	Never	0	5	0	0.672
	Rarely	5	24	1	
	Occasionally	5	33	3	
	Frequently	0	17	1	
	Always	0	5	1	
Counseling	Never	1	7	0	1.000
	Rarely	3	21	2	
	Occasionally	5	39	4	
	Frequently	1	12	1	
	Always	0	4	0	
Motivation and incentives	Never	0	7	0	0.531
	Rarely	1	19	1	
	Occasionally	9	34	3	
	Frequently	0	19	3	
	Always	0	4	0	

Since p-values corresponding to organization factors „Restroom“ and „Transport“ have small p-values (less than 0.05), „Restroom“ and „Transport“ were found to have significant association with the stress among executives.

3. Discussion

In this study it is noted that many factors are responsible for causing stress among the executives and there are various

individual and organizational stress management technique. Hundred executives were participated; the study result revealed that participants had various Factors which were responsible for causing stress among the executives. The present study also revealed that participants adapted various Individual and organizational stress management technique.

Ben C H Kuo, conducted study on “Coping, acculturation, and psychological adaptation among migrants: a theoretical and empirical review and synthesis of the literature.” this study revealed that continuous, dynamic demographic changes internationally due to intensive worldwide migration and globalization, the relationship between coping behavior and acculturation experience for individuals undergoing cultural changes has not yet been undertaken. the aim of the study compile, review, and examine cumulative cross-cultural psychological research that sheds light on the relationships among coping, acculturation, and psychological and mental health outcomes for migrants. This present article reviews prevailing literature pertaining the stress and coping conceptual perspective of acculturation; four theoretical models of coping, acculturation and cultural adaptation; differential coping pattern among diverse acculturating migrant groups; and the relationship between coping variability’s and acculturation levels among migrants. this review points to the relative strengths and limitations associated with each of the four theoretical models on coping-acculturation-adaptation. Highlight the central role of coping behaviors/strategies in the acculturation process and outcome for migrants and ethnic populations, both conceptually and functionally. The review shows that across studies culturally preferred coping patterns exist among acculturating migrants and migrant groups and vary with migrants' acculturation levels. Implications and limitations of the existing literature for coping, acculturation, and psychological adaptation research are discussed and recommendations for future research are put forth^[9].

Maria Karanika-Murray, Kimberley J. Bartholomew, Glenn A. Williams, Tom Cox conducted study on “Leader-Member Exchange across two hierarchical levels of leadership: concurrent influences on work characteristics and employee psychological health” Leader-Member Exchange (LMX) theory suggests that the quality of the leader-employee relationship is linked to employee psychological health. Leaders who reside at different hierarchical levels have unique roles and spheres of influence and potentially affect employees' work experiences in different ways. Expanding on LMX theory, we argue that LMX sourced at the levels of the line manager (LM) and senior management (SM) team will be differentially linked to employee psychological

health and these relationships will be mediated by perceived work characteristics. Structural equation modelling on data from 337 manual workers partially supported the hypotheses. Perceptions of the physical environment mediated the relationship between LMX at the LM level and employee psychological health, whereas perceptions of workload management mediated the relationship between LMX at the SM level and psychological health. These findings corroborate arguments that leaders are not a uniform group and as such the effects of LMX on employees will depend on leadership hierarchy. Implications for expanding leadership theory are discussed^[10].

4. Acknowledgement

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Diagrams

Section I: Description of Samples According to the Personal Characteristics of the Samples (Executive) in Frequency and Percentages

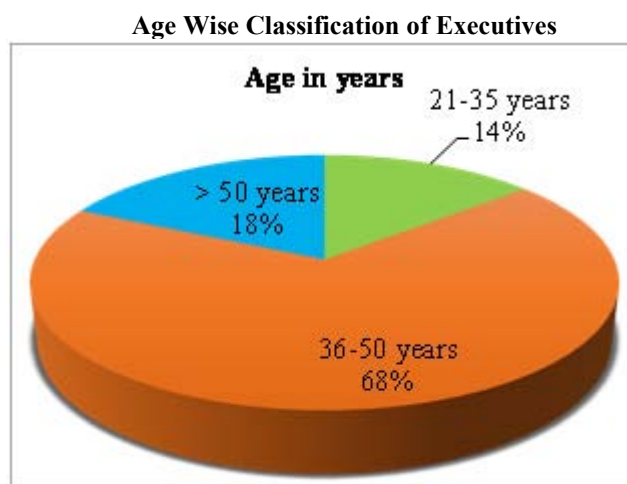


Figure 1.1

Designations at work wise classification of executives

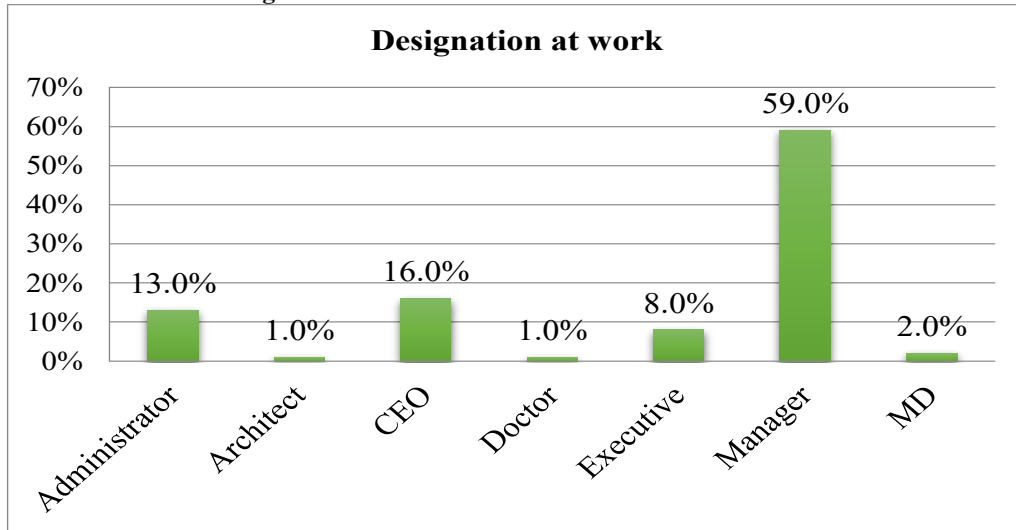


Figure 1.2

Area of Specialization Wise Classification Of Executives

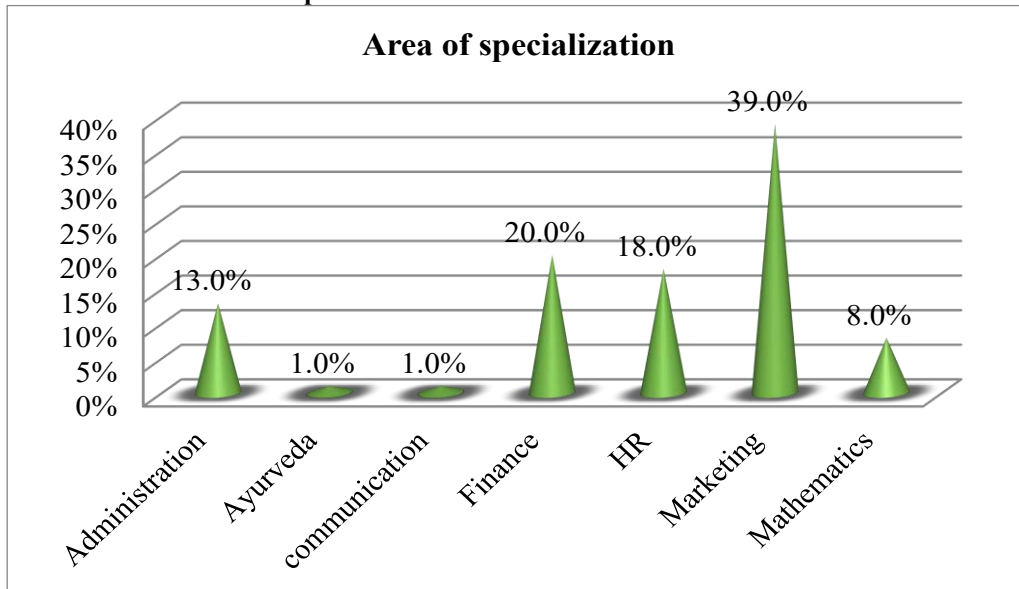


Figure 1.3

Sleeping Hours Every Day Classification of Executives

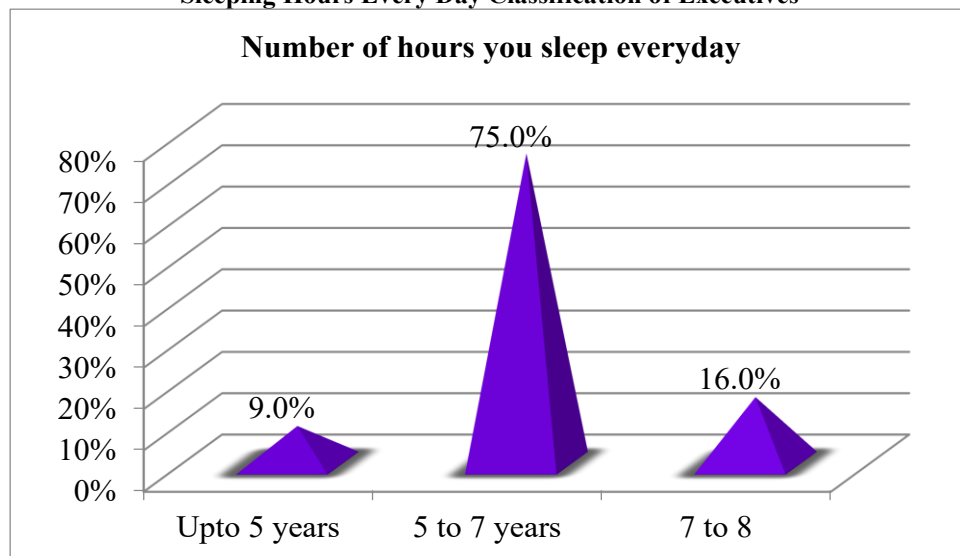


Figure 1.4

QUALITY OF SLEEPING WISE CLASSIFICATION OF EXECUTIVES

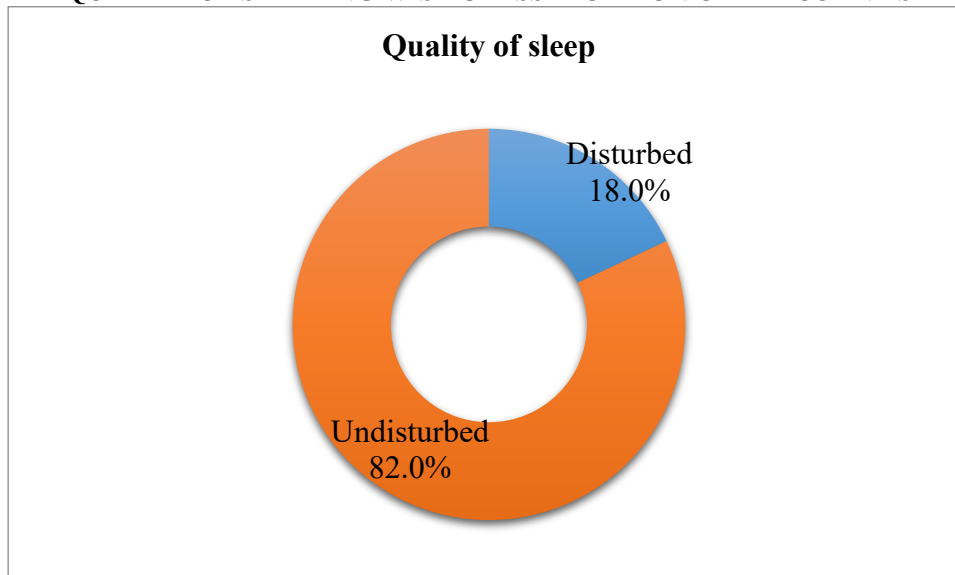


Figure 1.5

Illness Wise Classification of Executives

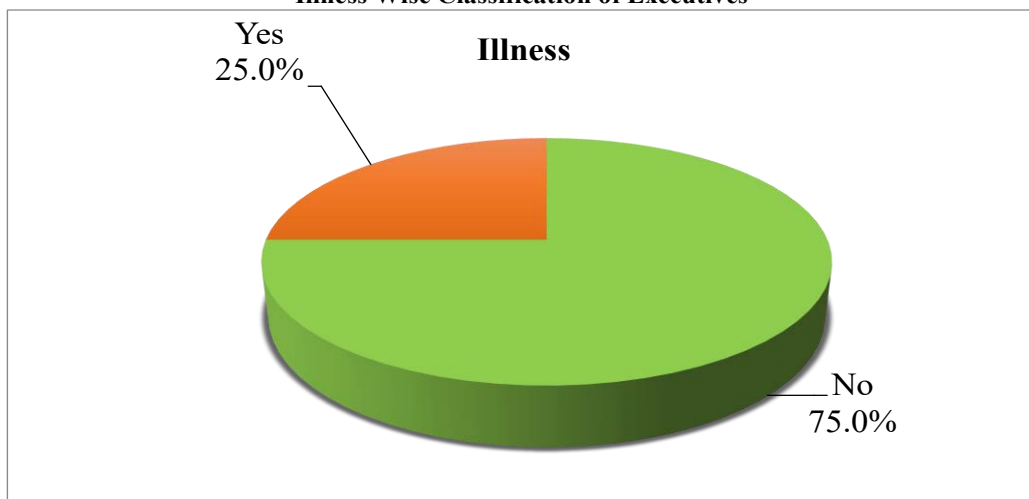


Figure 1.6

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