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## Research Article

### A STUDY TO ASSESSTHE LEVEL OF STRESS AND COPING STRATEGIES ADOPTED BY EXECUTIVES OF THE SELECTED ESTABLISHMENTSIN 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 use in this study assess the level of stress and coping strategies of Executives. **Results:** Majority68% 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 factor which causing stress such as age, gender, religion, Designation, Education, Area of specialization ,number of year 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 technique 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.

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## 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 psycho neuroimmunology 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

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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<sup>[7]</sup>.

## 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<sup>[8]</sup>.

### Validity and Reliability

The content validity and reliability score was found to be 0.85. The validity of the tool 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	%
<b>Age in years</b>		
21-35 years	14	14.0%
36-50 years	68	68.0%
> 50 years	18	18.0%
<b>Gender</b>		
Female	22	22.0%
Male	78	78.0%
<b>Religion</b>		
Christian	8	8.0%
Hindu	77	77.0%
Muslim	11	11.0%
Punjabi	4	4.0%
<b>Designation at work</b>		
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%
<b>Education</b>		
Graduation	14	14.0%
Post-graduation and above	86	86.0%
<b>Area of specialization</b>		
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%
<b>Demographic variable</b>		
<b>Number of years of experience</b>		
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%
<b>Monthly income</b>		
46,000-55,000	6	6.0%
56,000-65,000	34	34.0%
66,000+above	60	60.0%
<b>Marital status</b>		
Divorced	8	8.0%
Married	79	79.0%
Unmarried	13	13.0%
<b>Type of family</b>		
Extended	3	3.0%
Joint	40	40.0%
Nuclear	51	51.0%
Single parents	6	6.0%
<b>Type of house</b>		
Family house	18	18.0%
Institution accommodation	1	1.0%
Own	73	73.0%
Rented	8	8.0%
<b>Hobbies or leisure activities</b>		
No	6	6.0%
Yes	94	94.0%
<b>Play sport</b>		
No	8	8.0%
Yes	92	92.0%
<b>Smoking or drinking habit</b>		
No	28	28.0%
Yes	72	72.0%
<b>Number of hours you sleep everyday</b>		
Upto 5 years	9	9.0%
5 to 7 years	75	75.0%
7 to 8	16	16.0%

Demographic variable	Freq	%
<b>Quality of sleep</b>		
Disturbed	18	18.0%
Undisturbed	82	82.0%
<b>Illness</b>		
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**

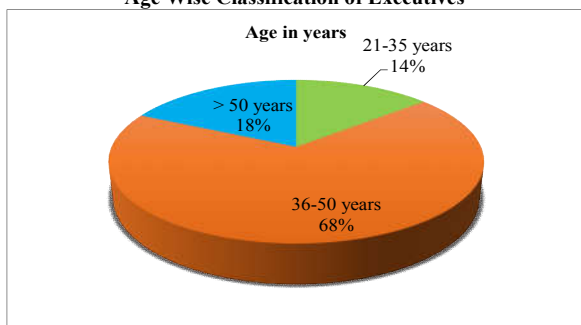
**Table 2** Fisher’s exact test for factors responsible for causing stress among the executives N=100

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	
Education	Manager	7	47	5	0.657
	MD	0	1	1	
	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	
Number of years of experience	Marketing	4	32	4	0.003
	Mathematics	1	7	0	
	11 to 20 years	3	40	4	
	21 to 30 years	2	26	0	
Monthly income	More than 30 years	4	0	0	0.957
	Up to 10 years	1	18	2	
	46,000-55,000	0	6	0	
	56,000-65,000	2	29	2	
	66,000+above	7	50	4	

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

**Age Wise Classification of Executives**



**Figure 1**

**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	
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.

Designations at Work Wise Classification of Executives

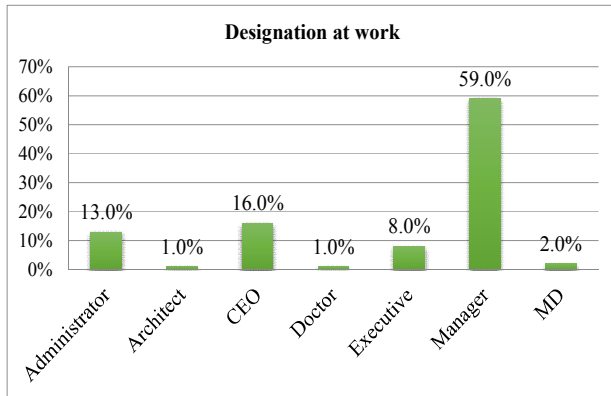


Figure 2

Area of Specialization Wise Classification of Executives

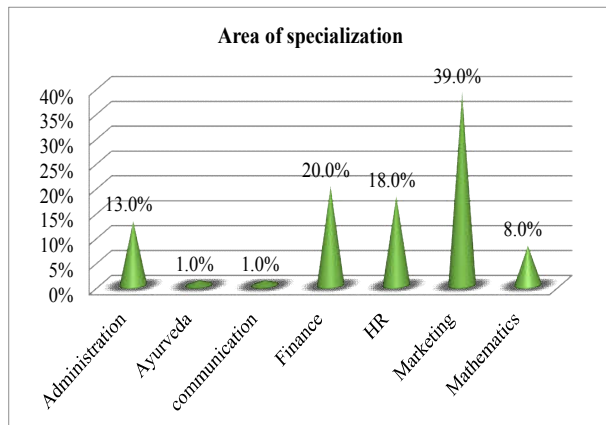


Figure 3

Sleeping Hours Every Day Classification of Executives

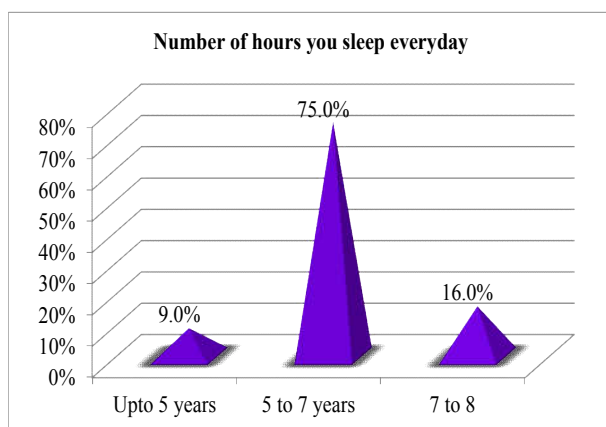


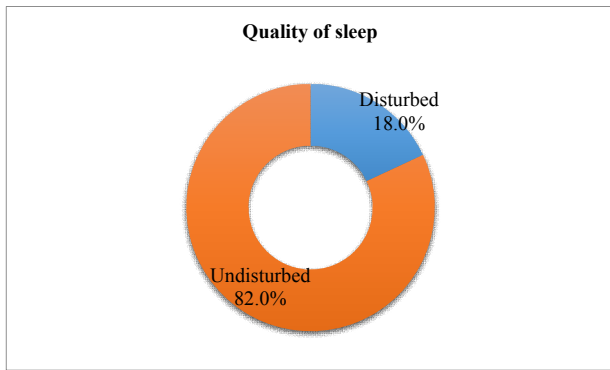
Figure 4

Table 4 Fisher's exact test for the organizational and work related factors leading to stress among the executives

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
	Not satisfactory	5	10	0	
	Not available	0	35	0	
Recreational facilities	Good	7	52	6	0.640
	Not satisfactory	3	22	0	
	Not available	0	10	0	
Breaks at short interval	Never	0	14	0	0.390
	Rarely	1	19	1	
	Occasionally	9	38	3	
	Frequently	0	7	2	
	Always	0	5	1	
Heath checkup	Never	0	5	0	0.961
	Rarely	3	14	2	
	Occasionally	7	45	4	
	Frequently	0	12	1	
	Always	0	7	0	
Offsite picnics family trips.	Never	0	7	0	0.709
	Rarely	4	12	2	
	Occasionally	6	45	4	
	Frequently	0	16	1	
	Always	0	3	0	
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	

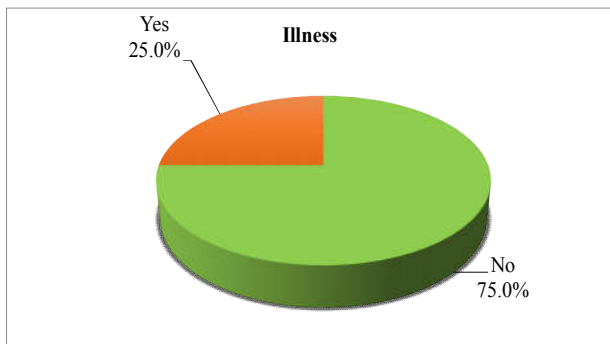
Since p-values corresponding to organization factors 'Restroom' and 'Transport' have small p-values (less than 0.05), 'Restroom' and 'Transport' were found to have significant association with the stress among executives.

**Quality of Sleeping Wise Classification of Executives**



**Figure 5**

**Illness Wise Classification of Executives**



**Figure 6**

**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<sup>[9]</sup>.

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<sup>[10]</sup>.

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