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## **Stress Management and Copying Style of New Employees in Reference of Banking Industries**

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**Abstract:**

*Objective of the study to appraise the causes and nature of employees stress and their coping style's in reference of new comer banking sector employees. Employees are working in varying nature of situation with reference of rural to urban. Areas by the administrative instruction, as per the nature of right, socio-equality fundamental of constitution which is advocate the gender based equality in the service sector, but in fact male and female, both genders are facing environmental, cultural and result orientation problem including peer community relation, and Family stress including job responsibility. Aim of the organization is maximum utilization of employees intelligence, capacity, human capital work with full efficiency for performing their job responsibility with accountability but employees are agony from different types internal, external and individual problem in the organization, which is related to the poor peer relation's, less support in administrative & behavioural sphere of organization, which create psycho physiological and mental stress, in this situation organizational administration must be work for examine to the depth of typical phase of stressors and support them by the using of important tools for their removing stress by stress management program's and improve the mental, physical behavioral, environmental and cultural activities of organization.*

**Keywords:** *Adolescents, stress, coping, environmental situation, administrative impact, behavioral*

### **1. Introduction**

In essence stress is a problem that must be borne by managerial /administrative activity at the work place and it is an additive phenomenon, so we can say it is a product of life and the product of an interaction between individuals and resources and various desires, demands and needs within the socio-individuals environment in different era and age of human life. It basically appears as fundamentally social, moral, environmental and institutional. Organizational administration should consider designing and redesigning of jobs profile for their employees, according to their jobs responsibility, efficiency, affectivity and mental and physical capacity of employees. Therefore an organization should establish a strategy for managing stress as a part of an employee's health and performance improvement policy.

#### *1.1. According to: Tim Newton,*

“Stress: “as an epidemic playing modernity” It is also an additive phenomenon .It builds up overtime .stress is a condition that must be borne by situation or organizational environment. It is a dynamic condition in which an individual is confronted with an opportunity ,constraint or need and demand related to what He or She desires and for which the outcomes is perceived to be both uncertain and important.

#### *1.2. According to; Winfield, Bishop and Poter*

“Stress is essentially a psychological condition induced by external condition that release or restrict certain chemicals in the human brain this in turn can lead to psychological change in the individual resulting in change of behavior. It is associated with the psychological perception of an individual's about the pressure of contingencies”.

Stress is an unavoidable phenomena and an inevitable part of modern life. Consequence of stress has three categories;

- (i) Physiological symptoms; Stress increase breathing rate heart problem, blood pressure and induce heart attacks.
- (ii) Psychological symptoms; Stress creates tension, anxiety, boredom and irritability.
- (iii) Behavioral Symptoms; Stress increase toxicity like that consumption of alcohol, smoking,

In the changing age and development of the human physic child to adolescence to adult is a transitional period, of human physiology by which begins with the onset of puberty and ends in the era of acceptance of adult roles and responsibilities, Of life-states, in the changing nature of childhood to adolescence is the phase of rapid and potentially tumultuous transition (William, Holmbecc, &

Greenly, 2002). This is to be seen in the phase of biological improvement/development, the basic changes are extremely physical and externally manifest as well as in the progression of by phase which is basically cognitive and psychosocial maturity from childhood to functioning adult (Byrne, Davenport, & Mazanov, 2007). The adolescent period involves a number of different biological intensities; in the phase of cognitive and psychosocial changes (Susman & Dorn, 2009). The biological changes are involve physical from with new symptoms or extraordinary growth and changes in the form of physical appearance and biological changes and development of mental ,sensitivity, realization, adaptation, feelings, image conciseness, self identification , social status ,as well as growth and changes in physical appearance and biological functioning. The pubertal changes also affect the adolescents psychologically, in a different way, and stages. The cognitive process are one of the most striking changes to take place during adolescence and involve the development of far more sophisticated thinking abilities and reasoning ability. The rapid developments of psychosocial processes during adolescence to adult there are changes in emotions, personality, relationships with others, under social consists (McElhaney, Allen, Stephenson, & Hare, 2009). A critical task of adolescence is the establishment of a stable sense of identity as a part of achieving autonomy. Adolescents must learn to deal with and expanding social universes and must be developed in the socio-behavioral skills in the society to find the equal status, sense, inelegancy, mental ability, and social status for the stability in the society. Under the social and multiple social spheres (Cote, 2009). Adolescent must therefore develop a range of mechanisms, which allow them to function effectively in the face of the stress, which comes about the transition of adolescence (Byrne et al., 2007).

## 2. Job Responsibility Based Stress

Conceptually stress categories in three ways; In the industrial administration, which directly related to employees physical, mental status; which as a stimulus or accumulation of events, as a response in psycho physiological reaction or impact are in transactional stage, under this process a person and their working environment which directly interact and produce appraisal of threat or loss (Caltabiano, Sarafino, & Byrne, 2008). "Stress" is used to describe the subjective from of exposed or experience as well as pressure, by implying and analysis of evaluation of the outcome of a process. It draws a line within the transactional view of stress, with the relationship between environmental events or conditions of the individual's cognitive appraisals of the degree of challenge and different type of challenge, the main factor are important threats related to harm or loss (Lazarus & Folkamn, 1984). The most widely accepted definition of stress is the transactional definition offered by Lazarus and Folkman (1984): "Psychological stress involves a particular relationship between the person and the environment that is appraised by the person as taxing or exceeding his or her resources and endangering his or her well-being" (p.19). According to this definition, the subjective nature of stress, is involved in the stage of appraisal of individual employees' experiences. In the case of adolescents and new job holder, we found that the main impact or experience is numerous potential of stressors throughout the process of growth and Development (Compas & Reeslnud, 2009). In the terms of stressors of both acute and chronic natures are important in the course of normal as well as disrupted development during adolescence period and new responsibility period. The types of stressors experienced in adolescence can broadly divided into three categories. These categories are normative events, not-normative events and daily hassles (Suldo, Shaunessy, & Hardeesy, 2008). Normative events refer to events that are experienced by new employees and in the case of adolescents, but generally within a relatively predictable timescale. As an Example these include internal and external changes related to pubertal development, psychosocial changed related to college, family, culture, environment, peers and other academically related demands or changes. There is one important aspect is that , which related to situation or events, which is dropped a major impact on all types of people and have to confronted them, but usually within a relatively predictable in timescale (Coleman & Hendry, 1999; Suldo et al., 2008). Non-normative events are different in the way that they are events affecting one individual employees or related group, in case of smaller group of new employees as well as smaller group of adolescent, and it can occurs at less predictable points in the course of life (Grant et al., 2003). Such events can be including for example, maximum presser by family health, individual health, like divorce, illness, injury, act of god or manmade or natural disasters. The last category is pin point from which is daily hassles. Daily hassles differ from major events in human life is that, the human being which we are define as minor, irritation, and frustrating status of events; that is typical in reference of daily interactions between individuals and their organizational environments with reference of work culture, working climate, administration.

## 3. Coping Style and Period of New Responsibility

Conceptually coping means "the constantly changing cognitive and behavioral effect to manage specific external and for internal demand" which has been evaluated by searing, taking or exceeding the resource of the person (Lazarus & folkman, 1984). Research recognizes some important functions of coping which regulating stressful emotions inelegancy, feeling, behaviors furthermore altering the persons – environment in relation to causing the distress (Folkman, Lazarus, Dunket-Schetter, Delongis & Gruen, 1986).

Thus coping is expending conscious effort to solve personal behavioral and interpersonal problems which related to in quest of to expertise, minimize, or if possible then tolerate the stress and raised conflict. Psychological coping mechanisms are generally termed as coping strategies or skill of coping skill. The term of coping generally refers to either likely to adaptive or to inexhaustible coping strategies, like that, the strategies reduce stress levels and create a better environment for prolific. However; some coping strategies can be considered as maladaptive, like that augment of level of stress. Coping response are partly controlled by personality trait, by the social contexts of person, predominantly the nature of the stressful environment. Coping is also an important intermediary of experience that shapes personality development and influences for malleability and pliability in the thorny situations (Garmezy, 1987). Conceptualization of children's/ adolescent's new job holders coping was derived from the adult coping work. However, rising evidence are indicates that the coping abilities of children/adolescents may be at variance from those of adults in some very imperative

behavior (Arnold, 1990; Compas, Banez, Malcrane, & Worshman, 1991; Elisas, Gara, & Ubrico, 1985; Omizo, Omizo, & Suzuki, 1988). Adolescents/children may be limited in their coping gamut by cognitive, affective, animated, or social facets of development and by lack of occurrence. The adolescent's environments are quite different from adults' environments, for the most part because children have less been in command of in excess of the situation. Adolescent/Children/less experience person are having limited reasonable constrains, such as classified freedom to actively keep away from stressors (through classified freedom having a limit for their introduction to some stressors), and a state of individual life and monetary dependence on the jobs. So the major aspects of progress and maintain of the environment may edge the coping response, of pubescent are proficient for making, and the promotion of coping strategies and adjustment in this stage may be different from those who promoting change in the stage may differ from those promoting adjustment in employments stage. Young people are also at the stage of developing their personal /professional styles of coping. The coping strategy can appraise, personalized if they are required and crystallized form one incident of use in convinced mechanisms of coping with a different, for the duration of era of young people. Miller and Kirsch (1987) they found that many studies report dissimilarity in how women and men manage with stress, with men nurture to deal with stress by problem-focused coping, while women be inclined to use strategy that revolutionize their emotion and comeback, although these tendencies can change in convinced situation. Several authors (i.e., Almeida & Kessler, 1998; Barnett et al., 1987) have recommended that, the collision of gender in the stress course of action could be habituated by habitual socialization pattern. The institution's female gender role prescribe trust, colleague, sentiment self-expression, a lack of assertive, and the secondary of one's have possession of necessitate to those different from others. On the other hand, the habitual male role prescribes attributes such as sovereignty, self-confidence, insolence, instrumentality and being goal-oriented. . As a review, we can bring to a close that there is a quantity of masculinity differences as well as similarity in adolescents' coping.

#### 4. Objective

- To find out gender based Psycho Behavioural social Factors of Stressors.
- To analyze the approaching coping Strategies.

#### 5. Methodology

The analysis of this paper is totally depending upon the primary data based and the theoretical parts are obtained by the different books and journals. Sample size – 200 respondent, including male and female in the figure 50 female, 50 male from rural and no male and beneficial from urbanize under age group 18 to 29 ages.

#### 6. Materials

In the existing investigations, two tools have been used to measure dependent variable. The complete explanation of these has given under.

##### 6.1. Psychological Stress Scale

The questionnaire was planned to levy the absolute of an individual's approach of basic mechanisms of psychological stress (such as pressure, tension, anxiety, conflict, frustration, etc.) resulted from perceived stress in professed situations (such as advertises, hardships, threats, affection, failures, constraints excessive demands, conflicting roles etc.) in a range of sphere of his social life. The questionnaire in sum consisted of 40 items of on behalf of following ten categories of the socio-environmental situation of stress.

S. No	Individual Employees Psycho - Social Stressor	Number
1.	Organizational interpersonal relationship	3
2.	Socioeconomic constraints: Extra economic burden	8
3.	Organizational job responsibilities and personal Liabilities and expectations of others	5
4.	Marriage related problem (of own or/and family members)	4
5.	Health related problems (of own or/ and family member or near relations	3
6.	Sociolegal and cultural or property related problems.	10
7.	Status or prestige, mental, and psycho physiological related.	5
8.	Emotion and feeling related.	7
9.	Sensitivity and responsibility related.	6
10.	Efficiency and affectivity related	7

Table 1

### 6.2. Scale of Coping Strategies

In the current evaluation of coping strategies comprise so item, to be rated on a five point scale, 0 to 4 describing varieties of coping strategies based on the combination of 'operation' and 'orientation' of Coping.

Active	Approach
Coping (Problem- Focused Coping)	
Behavioral	Approach Coping Strategies
Cognitive	Approach Coping Strategies
Cognitive	Behavioral Coping Strategies
Avoidance Coping (Emotion Focused Coping)	
Behavioral	Avoidance Coping Strategies
Cognitive	Avoidance Coping Strategies

Table 2

#### 6.2.1. Procedure

For explanation of the study, through two groups of subjects is undertaken, one belonging to extreme rural and the other from extreme urban location. To meet the requirement, it was decided to employees in two categories of employees, those belonging to underprivileged family background and responsible and feel their responsibility and improve their mental status sere less privileged from the view point of social-economic status, while the other employees chosen from well-developed in the socio-economic situation where the employees commencing up-to standard families were enchanting education and less mental emotional relation from their parents. after assortment of the financial institutions researcher contacted by the head of the institutions for permission to collect the data from their institution employees. Seeking permission from the chief of institution main procedure has started, in the process all the participants were contacted personally and provided a consolidated questionnaire have a psychological stress scale and cope strategy scale. The data were collected individually. The subjects were interviewed to make the justification supplementary precise. The filled questionnaires were re-examined and the score was done as per manual instructions for each questionnaire, stored data were analyzed by using statically package for the social sciences (SPSS) version 20.0 for windows.

### 7. Result

The result of the present study is presented in two sections. The statically procedure used is descriptive and two-way analysis of variance. The first section reports the mean value and S.D Of dependent variable as a function of environmental setting (Rural and urban) and Gender, the second section report the main effect and interaction effect of the environment setting (urban and rural) gender.

#### 7.1. Section – 1

- Descriptive Statics for stress and coping strategies in rural and urban subjects

Dependent variable	Rural		Urban	
	Mean	SD	Mean	SD
Stress	51.62	22.25	73.97	29.98
Coping strategies	76.17	32.97	81.80	24.70

Table 3: Mean and S.D. of stress and copying strategies in rural and urban setting

Dependent variable	Male		Female	
	Mean	SD	Mean	SD
Stress	76.81	29.00	48.78	29.98
Coping strategy	61.27	26.20	96.70	19.89

Table 4: Mean and S.D. of stress and copying strategies in male and female setting

#### 7.2. Section-2

- Two-way analysis of variance between stress and coping as function of environmental setting (Urban and Rural) and Gender

Environmental setting	Gender	Mean	SD
Rural	Male	57.60	25.69
	Female	45.64	16.22
Urban	Male	96.02	16.90
	Female	51.93	23.21

Table 5: Mean and S.D of stress as a function of environmental setting and Gender

Source	Sum of square	Df	Mean square	F
Environmental setting	49974.603	1	49974.603	114.332**
Gender	78540.063	1	78540.063	179.685**
Setting * Gender	25808.423	1	25808.423	59.045**

Table 6: summary of two-Anova for the score of stress

Environmental setting	Gender	Mean	SD
Rural	Male	55.92	20.57
	Female	80.95	20.93
Urban	Male	72.12	27.47
	Female	90.99	20.39

Table 7: Mean and S.D of coping strategies as a function of environmental setting and Gender

Source	Sum of square	Df	Mean square	F
Environmental setting	17213.440	1	17213.440	33.879**
Gender	48180.250	1	48180.250	94.827**
Environmental Setting * Gender	948.640	1	948.640	1.867**

Table 8: summary of two - ANOVAs for the score of coping strategies

\* $p < .05$

\*\* $p < .01$

Result of present study reveals that in both environmental setting male reported more stress than their female, however utilization of coping strategies in numbers are higher in female adolescents than male.

## 8. Discussion

The main purpose of the psychoanalysis as well as study is exploring the difference between rural and urban employees at the level of their next of kin and stress and coping in the organizational employees. The conclusion indicates that male reported more stress in comparison of the female in both settings (rural-urban). This result was similar with the result of Vijayalakshmi and Lavanaya (2006), Kumar and Jejurkar (2005), Carlson and Grant (2008), Pastey and Aminbhavi (2006) which indicated that males tend to have significantly higher stress. Next finding of present study reveals that females are more likely to utilize coping strategies they counterpart's like male employees. Our finding is consistent with Barusch and Spaid's (1989) research which released those women caregiver tends to a superior variety of coping styles overall than men. Other findings of the present investigation, investigate that, the urban employees report more stress than their female to their rural employees. The results were similar to the result of Vijayalkshmi and Lavanaya (2006) which disclose than, the urban job seeker experienced more stress in comparison to rural, but contrary to the results of Elgar et al (203). In the context coping strategies, urban employees use more coping strategies than rural employees. Reason behind this is may be the urban environment, employees have more options to solve the problem or cope with their stress, but in case of rural employees have less option to cope with stress. Rural employees are depriving in many aspects of their lives e.g. they have not enough money to buy thing in comparison urban employees. In rural Indian environment employees are affected by lots of environmental, administrative, technological, cultural, and behavioral related problems such as lack of interpersonal relation in administrative sphere, lack of communication, uncomfortable living life, lack of personal searing person, lack of infrastructure, lack of electricity, lack of drinking water, lack of healthy academic atmosphere an so many thing, these are the factors that directly or indirectly affects the personality of the adolescents.

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