

# Relationship Between Perceived Stress and Coping Mechanism an Exploratory Case Study on Hospitality Students

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**Abstract:** Stress is because of the dramatic change in the society over the last few decades in job life and personal life. Rapid pace of urbanization, unhealthy habits and changing lifestyle patterns the population of India is witnessing the stress problem among students. The purpose of this study examining perceived stress level and also identify the coping mechanism among students of hospitality at private university of India. The sample consisted of students from hospitality stream at large. The study further tries to identify the relationship between the level of stress and the coping mechanism used by the students in connection with their socio demographic profiles. The study is quite useful and significant in the current scenario when the numbers of stress cases increasing in student life.

**Index Terms:** Perceived stress, coping mechanism, hospitality academia.

## I. INTRODUCTION

The National Institute has defined work-related stress for Occupational Safety and Health (NIOSH) as harmful bodily and touching responses that happens when the basic requirement of the job or task do not compatible with the competence of individual and resources available[9]. The effects of stress are not limited, in today's life style everybody suffering for stress it has many reasons which turn into disease. Some time hone stress also carries in the workplace[18]. As per the study conducted by American Psychological Association (APA) (2008) mentioned in the study that stressors as an inside and outside occurrence or motivation that encourages stress. Stress has become a part student's academic life because of several factors. Stress cannot be considered as harmful, but it may seriously affect those who react to it badly. Various studies on stress in college students revealed that students are stressed because of many factors i.e. academic, personal, financial and environmental. They have to learn a lot of content within semester that forces them to over schedule their plan to

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complete their continuous assessment and term examination[20].

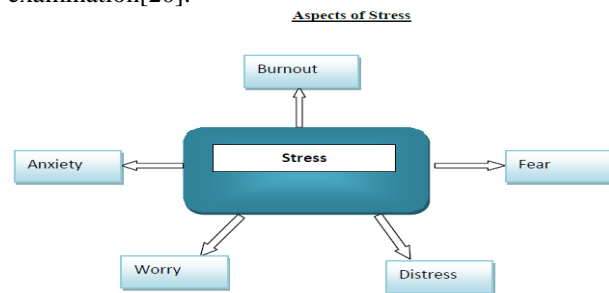


Figure 1 Aspects of the Stress

Sources: (Pullorkaran, 2018)

Sometimes they are stressed out due to language problem and missing lectures. It is reacting as a negative reaction to stimuli whether it can be in the form of internal or external in nature. Cartwright and Cooper (1997) mentioned in study stress may be in the form of psychological or physical function beyond its range of strength. Stressors can be caused by number of factors where many people associated with negative thoughts, feeling and so many other ways[5]. Many people also believe that stress caused by external force and job stress.

There are different categories of stress were studied by the authors which some of the common are a) be short of resources and other operation services b) Overloaded work c) Mis-management system in the organizations d) Job insecurity e) insufficient rewards and reorganization in the organizations. Stress is because of dramatic changes that have taken place in society from last decade in lifestyle and work life balance. There are two types of stress such as physiology (System Stress) and another psychology (Psychological Stress). According to Lazarus (1993) every individual have different perceptions from past, present and future about the stress[15]. Due to stress it also affect on students health, reduce learning ability and academic performance to achieving the target and goal of the life (Fair brother and Warn, 2003). They have further added that stress also affects social relationship within and outside the university. In the coping phase, coping is figured out as a business process between the environment and person with a focus on with an emphasis on procedure rather than on qualities attributes (Lazarus RS,

Folkman, 1994). Coping stress defined as “ongoing cognitive and behavioral efforts to manage specific external and/or internal demands that are appraised as taxing or exceeding the resources of the person”[19]. Coping strategy is one of the process by which a person attempts to manage stressful demands is called “Coping Strategies”. In general there are two types of coping strategies which can be distinguished: Problem-solving efforts and emotion focused coping (Folkman, Schaefer et.al). Psychologists observed that sense of personal control can stimulate people to adopt healthy life style. It’s true that personal control enhance one’s ability to cope with stress[12].

**II. LITERATURE REVIEW**

Many researches are conducted on different families and they are associated with high level of distress that reduces the quality of life. Stress is “a dynamic condition in which an individual is confronted with an opportunity, constraint or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important” (R.S Schuler). Stress is “an uncertain reaction to external and internal factors” refers to favorable and unfavorable responses that to environmental stimuli (Pargman, 2006). Bernstein et al. (2008) mentioned stress from every situation or occasion that threatens routine operations and causes them to make adjustments. The study conducted in Singapore, Ho (1995) that stress between top management and middle management found financial stress and poor psychological health perceive higher level of stress[10]. According to Kelloway et.al (2005) “poor interpersonal relationships are consistently identified as a source of stress.” The study conducted by Davidson and Cooper (1983) in the survey of 135 female executives working in different sectors were affected by the over work loaded and feeling underappreciated on their performance. Abel (1998) mentioned in the study how humor moderates influences of perceived stress depending on based on sexual characteristics. It also study, in the research that worker in the different organizations their bodies can also effect due to stress management[1]. **Occupational stress** suffers from effect of stress and burnout. These types stress seen in education sector at time of absenteeism and too much of pressure from study point of view or examination time. **Mental Stress** according to the Cranwell-Ward, J. (1990), these types of stress seen in the manager/ operation level where mangers are reacting in different ways stress are bad temper, irritation, anxiety, depression, mood swings and withdrawal[6]. **Physical Stress** The American Psychological Association stated that physical stress little more danger for human health that effect the heart attack, stomach aches, fatigue[14], irritability and cortisol levels (Davidson & Cooper, 1983)[7]. **Coping Mechanism** It can be seen in negative and positive way or it could be in the form of problem and emotional focused. Positive coping approaches which includes listening of music, physical exercise & yoga in morning timing, where in the negative coping approaches which includes drinking of alcohol, fast driving, drugs, smoking cigarettes and cigar (Bond, F. W., & Bunce, D. (2000)[4].

**III. RESULTS OBTAINED ON THE DATA ARE AS FOLLOWS COVARIANCE**

– which tell the data are positively related. We have obtained the positive covariance in table 1 & 2 that explains various symptoms like, stress in study in general, future career, away from home, low confidence, financial problem and opinion from the students that they are strongly feeling the stress in their academic.

**Table 1 Stress analysis**

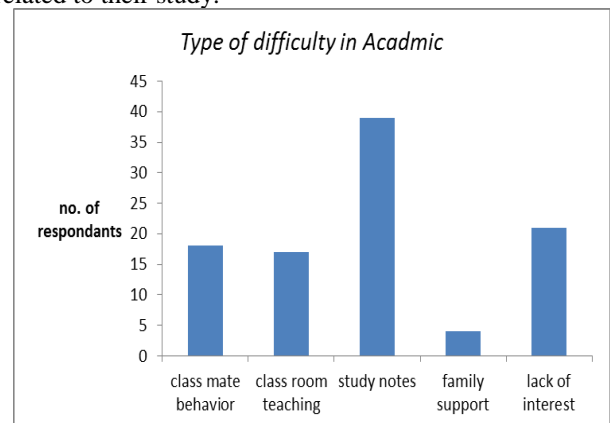
	<i>stress symptoms</i>	<i>opinion</i>
stress symptoms	379.36	
opinion	162.96	181.36

Similarly, table 2 describes the positive covariance between having stress in academics i.e. at UG, PG, diploma etc. levels. Hence, conclusion is we should work on reducing the stress in academics.

**Table 2 Stress in Academic**

	<i>stress opinion</i>	<i>Academic</i>
stress opinion	181.36	
Academic	217.76	503.36

Similarly, survey identifies the following types of complicated tasks experienced by hospitality students related to their study.



**Figure 2 Type of Difficulty**

In the similar way, we have also tested the data for regression analysis as follows: Internal factors like classmate behavior, classroom teaching, study notes, family support & lack of interest considered while external factors like exams, low attendance, long study hours, not qualifying for placement, negative comments from seniors checked to find the impacts in student’s life.

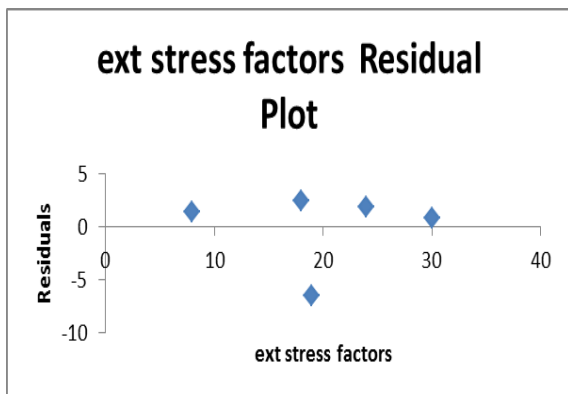
**Table 3 Regression Analysis**

external stress factors	internal stress factors	impacts
19	18	13
18	17	23
30	39	20
8	4	29
24	21	14

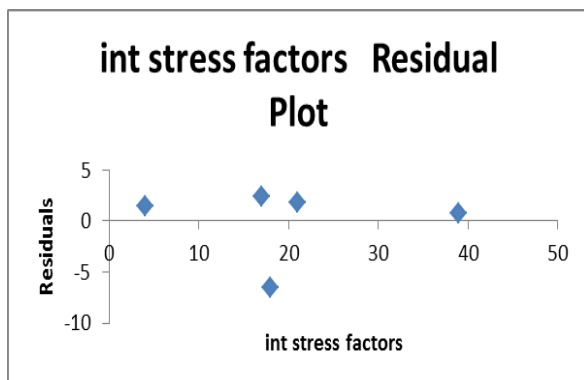


**Table 4 Regression output (summary)**

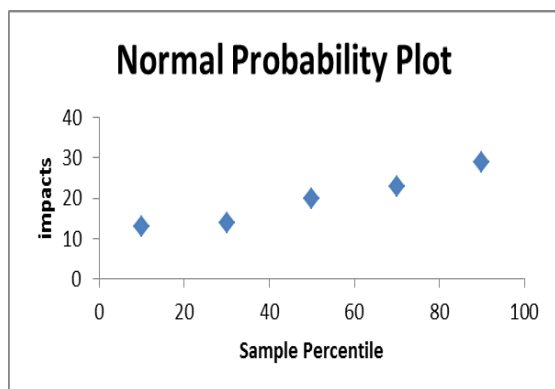
<i>Regression Statistics</i>	
<b>Multiple R</b>	<b>0.829179</b>
<b>R Square</b>	<b>0.687537</b>
Adjusted R Square	0.375074
Standard Error	5.225827
Observations	5



**Figure 3 External stress Factors Residual plot**



**Figure 4 Internal Stress factors Residual Plot**



**Figure 5 Normal Probability plot**

#### IV. CONCLUSION

Study infers that a large number of students from hospitality domain experienced perceived stress and also understood coping strategies to deal with it. Hospitality students exposed to number of stressor during their course

of study. Understanding the causes and techniques to deal with stress will help teachers, university administrators and career counselors for stress reduction experienced by hospitality students. Research study incorporates different stress factors and tried out to find its impacts of the student's study. Data collected elaborates that students almost suffers through stress because of several reasons. This study will be helpful to avoid stress and its impacts on the student's health too.

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