

STRATEGIES ON COPING STRESS AMONG FILIPINO EMPLOYEES IN THE PRIVATE SERVICE INSTITUTIONS IN THE KINGDOM OF BAHRAIN

Dr. Steve Salamat Guansi; Mr. Redha Jasim Shaker

Manama, Kingdom of Bahrain

ABSTRACT

The study entitled “Strategies on Coping Stress among Filipino Employees in the Private Service Institutions in the Kingdom of Bahrain” has considered three specific problems and it dealt with the frequency of the causes of stress among Filipino Employees, the seriousness of the effects of stress to employees and the strategies on coping up with stress at work. Specifically, the research included one hundred respondents – fifty (50) males and fifty (50) female employees who are connected with various service institutions operating in the Kingdom of Bahrain. Survey – questionnaires were floated to respondents, data were gathered and collected and were interpreted using statistical tools that include descriptive and inferential statistics.

In the study, the problem that included the following indicators such as disruptive behavior of customers, unbecoming behavior of heads, conflicts with colleagues, workload and time pressures, role conflict and ambiguity, working environment and inadequate resources were all perceived by both male and female employees as Frequent (F). This has measured the frequency of the causes of stress among Filipino Employees in the Private Service Institutions in the Kingdom of Bahrain.

On the degree of seriousness of the effects of stress to employees dealing with work in the Private Service Institutions in the Kingdom of Bahrain, the indicators such as Physiological Effects (fatigue and illness); Psychological Effects (job dissatisfaction, anxiety and decrease in productivity); and Behavioral Effects (inability to manage time or delegate, feelings of alienation and inadequacy, loss of confidence and motivation, irritability with colleagues/unwillingness to cooperate and persistent negative thoughts) were both perceived by male and female Filipino Employees in the Kingdom as Serious (S).

Rated by all respondents as Applicable (A), the following were noted as strategies on coping stress at work among Filipino Employees in the Private Service Institutions in the Kingdom of Bahrain such as physical exercise and relaxation practices, recreation and leisure time activities, diet and sleep, time management, behavioral self – control, networking, organizational intervention, minimizing frequency and intensity of stressful situation and social support.

Keywords: Stress Management; Work Effectiveness; Service Institutions

I. INTRODUCTION

Background of the Study

There have been constant changes in business, educational, economical, and cultural policies of many countries. Globalization and developments in technology have had effects in organizations and also on employees’ working conditions. In many countries, employees are confronted with occupational and technological changes which have caused alterations in their working conditions (Nichols, 2002). The changes in employee’s working conditions influence

their degree of job stress. The service profession is one of the most stressful professions; it includes constant interaction with customers, clients, colleagues, and managers. Besides this constant interaction, the changes in the role of employees have also influenced employees' job stress (Ko, 2003).

Stress has become a pervading feature of people's life in modern world. The modern world which is said to be a world of achievements is also a world of stress. Stress is everywhere, whether it is in the family, business organization, enterprise, institute or any other social or economic activity. Right from birth till death, an individual is invariably exposed to various stressful situations (Lee, 2001).

Stress has great effect for all organizational institutions whether business or schools; it can negatively affect workers' physiological and psychological well-being which can adversely affect company's effectiveness. Employees are also negatively influenced by managers' job stress (Milbourne, 2006).

There is no agreement on a single definition of stress, but there have been some common views about it. First, stress is accepted as a multidimensional concept, there are different dimensions of stress, and it consists of many variables and processes. Second, stress is defined as meaning a group of related but distinct constructs which differ from person to person, that is why, stress is a perceptual concept (Cooper & Dewe, 2004). In general, stress can be defined as the physiological and psychological state that results when the resources of the individual are not sufficient to cope with the demands and pressures of the situation (Dollard, et al., 2003).

There is no comprehensive theory that fully defines job stress. Although it has been used in many research articles, researchers still discuss the meaning of it. In general, job stress is accepted as an on-going process with multiple and continuous interaction between a number of elements (Bradley, 2004).

For this study, employees' job stress is defined as employees' physiological, psychological, and behavioral responses resulting from the demanding aspects of their work as a worker (Dollard, et al., 2003). Stress levels of workers are dependent on the individual employee and the company, what is stressful for one employee in one company may not be stressful for another employee in an another organization (Dunham & Varma, 2008).

Stress at work costs a great deal of money to organizations. Aspects of the working conditions at companies, besides the personal characteristics of employees influence the degree of employees' perceived job stress (Griffith, et al., 2009). Since this study considers the effects of stress in terms of perceived working conditions of employees, their personal characteristics are not considered. An organization is an environment of continuous interactions and social relations which may generate a psychosocially stressful work environment for workers. Changes in workers' profession and role have impacts on job stress (Dunham & Varma, 2008).

Large numbers of employees report high levels of stress (Jarvis, 2002). The purpose of this paper is to reflect on a search for a more accurate picture of stress and effective coping strategies. Worldwide surveys reveal widespread concern about the effects of stress on sense of well-being and their willingness to stay in the profession. Compared to the general population, service workers are at risk for higher levels of psychological distress and lower levels of job satisfaction (Travers and Cooper, 2003).

Over the past ten years educational research has established that high stress is associated with psychological distress, which may be mediated through different coping mechanisms and personality traits (Chan, 2008). Specifically, poor active coping abilities or an over-reliance of passive coping strategies may lead to negative emotional responses and, consequently burnout. It

is clear that employees can be exposed to a number of sources of stress. Kyriacou (2001), reports that the main sources of stress are bosses who lack motivation, maintaining discipline in the organization, confronting general time pressures and workload demands, being exposed to a large amount of change, being evaluated by others, having challenging relationships with colleagues, administration, and management, and being exposed to generally poor working conditions.

Theoretical Framework of the Study

According to Donaghy's (2004) empirical research based on Lazarus' social interaction theory, stress is a state of psychological pressure influenced by three main sources: (1) personality mediators (comprised of time pressure, driven behavior, attitude, posture, relaxation potential, and role definition; (2) environmental factors (comprised of vocational satisfaction, domestic satisfaction and health posture); and (3) emotional responses (comprised of hostility, anxiety, and depression).

Approach to investigating coping mechanisms was theoretically grounded in the well known transactional model of stress and coping. This model focuses on the manner in which problematic events act as triggers for stressful episodes. Daily events predict changes in psychosomatic health better than major life events (Admiraal, Korthagen, & Wubbels, 2000). When confronted by a given event, an individual engages in a process of primary appraisal whereby, according to the individual in the situation, the event may be seen as stressful whereas, for others, it may be seen as benign or vice versa. Next, the individual will engage in a process of secondary appraisal. In this situation, the individual will engage in the cognitive evaluation of his personal and environmental resources in order to deal with the loss, threat, or challenge that is represented by the event. Both types of appraisals are cognitive processes where the first concerns events that are, to a large extent, independent of the appraising individual. Secondary appraisal is directly related to the perceptions that the individual has of his resources in order to confront a stressful situation, resources that come from within himself or from his environment. Primary appraisal allows the appraisal of the stressful character of the situation whereas secondary appraisal permits one to evaluate one's capacity to confront the situation. Finally, the model predicts that the individual will use cognitive and behavioral strategies of adaptation to deal with a given stressful event.

Stimulus –based stress model is an engineering one in which external stressor gives rise to stress reaction or strain within the individual. The common features of stressful stimuli are undesirable, unpleasant, uncomfortable, threatening, and demanding. These stimuli causing stressful situations in combination with other personal and situational variables.

In response- based model of stress, theorists who define stress from a response perspective see it as an imbalance between the requirements to make an adaptive response and the repertoire of the individual. The greater the perceived discrepancy between demand and response capacity, the more stress will be felt by the individual. The response based perspective concerns with response patterns which may be taken as evidence that the person is under pressure, from a disturbing environment. The pattern of response is treated as stress. This approach views stress as the dependent variable, i. e. response to disturbing stimuli. The stress response is seen in form of manifestation of stress. The stress response is seen in form of manifestation of stress. The response based model of stress explains stress response in form of manifestations of stress namely psychological, physiological, and behavioral.

Systems model of stress was proposed by Lumsden in 1975. According to Dodge & Martin, 1970), it considers all the salient features of different models and calls for a systems analysis of stress. Stress as a system is through of open system that is constantly interacting with the environment. Stressors, appraisal, and coping are related to each other and occur in cyclical fashion. When the stressor encroaches upon the person, the process of appraisal begins followed by coping process. Various mediator factors enter into the stressor-coping relationship such as person variables, namely age, sex, birth order, marital status of the person, and child rearing practice (as cited by Langbis, 2015).

The above theories will serve as the spine for this study and will support the concepts of this study.

Paradigm of the Study

This study will function on the interplay between the independent and the dependent variables. The independent variables will include the causes of stress among employees, effects of stress among employees, , coping strategies of employees against stress, and suggestions to minimize stress among employees.

The dependent variables will include the frequency of occurrence of the causes of stress among employees, degree of seriousness of the effects of stress among

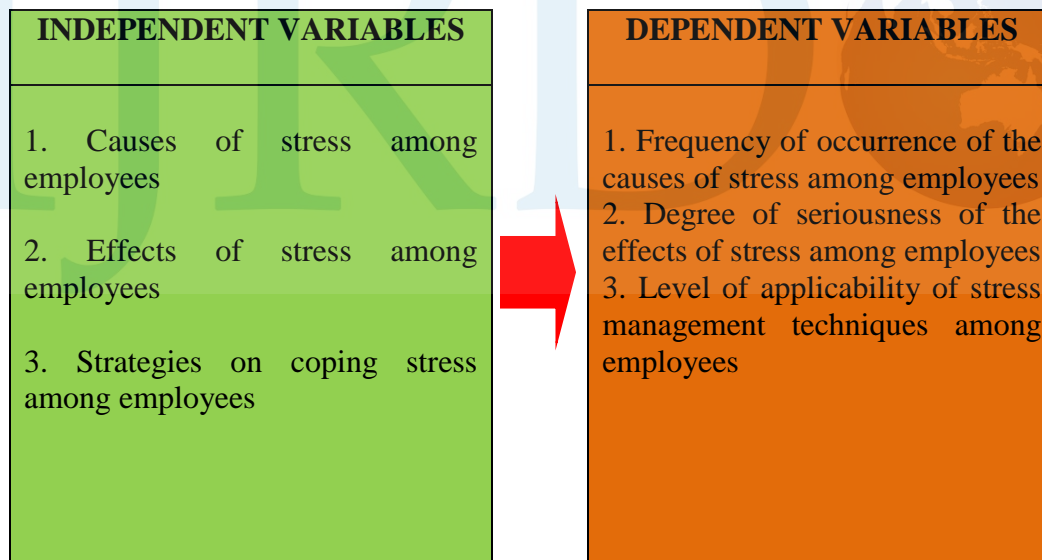


Figure 1
Paradigm of the Study

employees, degree of impact of the factors that trigger stress among employees, level of applicability of stress management among employees, level of applicability of coping strategies of employees against stress, and level of applicability of the suggestions to minimize stress among employees.

Statement of the Problems

This study aims to determine the causes and effects of stress among employees, as well as evaluate the stress management techniques of employees in the private service institutions in the Kingdom of Bahrain.

Specifically, it will deal with the following problems:

1. What is the frequency of occurrence of the areas of concern among Filipino employees in the Kingdom of Bahrain?
2. What is the degree of seriousness of the effects of areas of concern among Filipino employees in the Kingdom of Bahrain?
3. What is the level of applicability of the areas of concern among Filipino employees in the Kingdom of Bahrain?

Null Hypotheses

The following null hypotheses will be accepted or rejected, depending on the results of the study:

1. There is no significant difference between the perceptions of male and female employees on the frequency of occurrence of the areas of concern among Filipino employees in the Kingdom of Bahrain.
2. There is no significant difference between the perceptions of male and female employees on the degree of seriousness of the effects of areas of concern among Filipino employees in the Kingdom of Bahrain.
3. There is no significant difference between the perceptions of male and female employees on the level of applicability of the areas of concern among Filipino employees in the Kingdom of Bahrain.

Scope and Delimitation of the Study

The Filipino employees of Private Service Institutions in the Kingdom of Bahrain were the subjects of the study. It involved fifty (50) male and fifty (50) female employees Effective Year 2016.

The scope of this study were composed of frequency of occurrence of the areas of concern among employees, degree of seriousness of the effects of areas of concern among employees, degree, and level of applicability (strategies) in the areas of concern techniques among employees.

Importance of the Study

This research can be viewed very helpful in the endeavor of the researcher to educate fellow Filipino expatriates who are working in the private service institutions. Through this study, he can able to delve into specific details about stress, find out different coping strategies, and use these to help himself and his colleagues in coping with stress.

This study will also benefit the following:

Employees. Employees as the main subjects of this study can be helped as through this study, they can be encouraged to face stress, instead of cowardly avoiding it, and can help learn several ways of avoiding and overcoming it.

Company Heads and Supervisors. Through the researches and the findings of this study, the company heads or supervisors can also find out different ways and helpful techniques to help employees under their care in overcoming, as well as preventing, the effects of stress.

II. DESIGN AND METHODOLOGY

This chapter presents the research design, the locale and population of the study, the data gathering tool, the reliability and validity of the research tool, the data gathering procedures, and the statistical treatment of the data.

Research Design

This study will use descriptive design because it will involve collecting data in order to test hypotheses or answer questions concerning the current status of three issues raised on this study including the areas of concern, effects of areas of concern, factors that trigger the areas of concern, and coping technique in the areas of concern. As defined by De Ocampo-Acero and Leuterio (2006), descriptive research is concerned with conditions or relationships that exist, opinions that are held, processes that are going on, effects that are evident, or trends that are developing.

Sample and Sampling Design

The locale of this study included a sample population of one hundred (100) respondents who are Filipino employees of a Private Service Institutions in the Kingdom of Bahrain where fifty (50) male and fifty (50) female employees are involved. The research made use of the Convenience sampling.

Data Gathering Tool

The main tool that this study will utilize in gathering data will be a questionnaire consisting of close-ended question.

The researcher will also include observation and information interviews that will supplement the data for this study.

Reliability and Validity of the Questionnaire

The validity of the questionnaire was ensured through the help of jurors and colleagues who are experts of research. A draft of the questionnaire was submitted for improvement. After this, changes were incorporated based on the suggestions and comments of the experts.

To ensure that the research tool is consistent and stable, copies were subjected to dry-run to 10 employees who are not included as respondents of the study. The computation for reliability used Equivalent-Form method. The coefficient of reliability declared if the questionnaire is predictable and accurate, hence, reliable. If not, items will be modified in order to attain the required reliability.

Data Gathering Procedures

All the requirements for floating the questionnaire was complied with by the researcher before floating the questionnaire. When the permission to float the questionnaire is obtained, the researcher personally administered the questionnaire to the respondents and retrieved the same.

Statistical Treatment of the Data

After the data have been tallied and computed, interpretations will follow using the following scales:

1. Frequency of occurrence of the areas of concern among employees

Numerical Value	Statistical Limit	Descriptive Equivalent	Symbol
3	2.34 - 3.00	Always	A
2	1.67 – 2.33	Frequent	F
1	1.00 – 1.66	Sometimes	S

2. Level of degree of seriousness of the effects of areas of concern among employees

Numerical value	Statistical Limit	Descriptive Value	Symbol
3	2.34 - 3.00	Very Serious	VS
2	1.67 – 2.33	Serious	S
1	1.00 – 1.66	Not Serious	NS

3. Level of applicability of areas of concern techniques among employees

Numerical value	Statistical Limit	Descriptive Value	Symbol
3	2.34 - 3.00	Much Applicable	MA
2	1.67 – 2.33	Applicable	A
1	1.00 – 1.66	Not Applicable	NA

The items will be tested with t-test independent groups or correlated means (Subong, 2005) using the following formula:

Formula:

$$t = \frac{\bar{X}_1 - \bar{X}_2}{\sqrt{\frac{\sum X_1^2 + \sum X_2^2}{N_1 + N_2 - 2} \left(\frac{1}{N_1} + \frac{1}{N_2} \right)}}$$

Where:

\bar{X}_1 = the mean of group 1

\bar{X}_2 = the mean of group 2

N_1 = the number of respondents of group 1

N_2 = the number of respondents of group 2

$\sum X_1^2$ = is the summation of the squares of the processed response of the first group

$\sum X_2^2$ = is the summation of the squares of the processed response of the second group

III. RESULTS AND DISCUSSIONS

This chapter introduces the presentation, analysis and interpretation of the gathered data on Strategies on Coping Stress among Filipino Employees of Private Service Institutions in the Kingdom of Bahrain. It contains tabular presentation of the findings and the statistical results that prompted the researcher to come up with conclusions and recommendations on the areas of

the causes of stress among employees, seriousness of the effects of stress to employees and the strategies on how to cope up with stress among employees in the Kingdom of Bahrain.

**Summary and Comparison of the Perceptions
Between the Male and Female Filipino Employees
on the Causes of Stress dealing with work
in the Private Service Institutions**

Table 1
**Summary and Comparison of the Perceptions between Male and Female Filipino
Employees on the Causes of Stress dealing with work in the
Private Service Institutions in the Kingdom of Bahrain**

$$t_{\text{comp}} = .37$$

$$t_{0.05, 98\text{df}} = 2.0$$

Result: Not Significant

Decision: Fail to reject the null hypothesis

Specifically, on the context of measuring the frequency of the causes of stress among Filipino Employees of Private Service Institutions in the Kingdom of Bahrain, it was revealed that the following indicators such as disruptive behavior of customers, unbecoming behavior of heads, conflicts with colleagues, workload and time pressures, role conflict and ambiguity, working environment and inadequate resources were all perceived by both male and female employees as Frequent (F).

It was revealed that the computed value of “t” which was .37 was lower than the tabular value of “t” at 5% level of significance with 98 degree of freedom which was 2.0; hence the result was not significant leading to a decision of failing to reject the null hypothesis. This denoted that there is no significant difference between the perceptions of male and female

	Areas of Concern (Frequency of the Causes of Stress)	N = 50 Males, 50 Females					
		MALES		FEMALES		COMBINED	
		WM	DE	WM	DE	WM	DE
1	Disruptive behavior of customers	1.89	F	1.9	F	1.90	F
2	Unbecoming behavior of heads	1.76	F	1.75	F	1.76	F
3	Conflict with colleagues	1.79	F	1.73	F	1.76	F
4	Workload and time pressures	1.79	F	1.68	F	1.74	F
5	Role conflict and ambiguity	1.74	F	1.7	F	1.72	F
6	Working environment	1.74	F	1.7	F	1.72	F
7	Inadequate resources	1.71	F	1.73	F	1.72	F
	AVERAGE WEIGHTED MEAN	1.77	F	1.74	F	1.76	F

Filipino employees on the frequency of the causes of stress in the Private Service Institutions in the Kingdom of Bahrain.

**Summary and Comparison of the Perceptions
Between the Male and Female Filipino Employees on the**

**Seriousness of Effects of Stress dealing with Work
in the Private Service Institutions**

Table 2
**Summary and Comparison of the Perceptions between Male and Female Employees
on the Seriousness of Effects of Stress dealing with work in the Private Service Institutions
in the Kingdom of Bahrain**

	Effects of Areas of Concern (Degree of Seriousness)	N = 50 Males, 50 Females					
		MALES		FEMALES		COMBINED	
		WM	DE	WM	DE	WM	DE
	A. Physiological Effects						
1	Fatigue	2.08	S	2.0	S	2.04	S
2	Illness	1.92	S	1.93	S	1.93	S
3	Sleep and appetite disturbances	1.87	S	1.80	S	1.84	S
	B. Psychological Effects						
1	Job dissatisfaction	2.0	S	1.98	S	1.99	S
2	Anxiety	1.97	S	1.95	S	1.96	S
3	Decrease in productivity	1.84	S	1.83	S	1.84	S
	C. Behavioral Effects						
1	Inability to manage time or delegate	1.79	S	1.78	S	1.79	S
2	Feelings of alienation and inadequacy	1.84	S	1.93	S	1.82	S
3	Loss of confidence and motivation	1.92	S	2.30	S	1.93	S
4	Irritability with colleagues/unwillingness to cooperate	2.29	S	2.30	S	2.30	S
5	Persistent negative thoughts	2.16	S	2.18	S	2.17	S
	AVERAGE WEIGHTED MEAN	1.97	S	1.95	S	1.96	S

$$t_{\text{comp}} = .79$$

$$t_{0.05, 98\text{df}} = 2.0$$

Result: Not Significant

Decision: Fail to reject the null hypothesis

Relative to problem that measured the degree of seriousness of the effects of stress to employees dealing with work in the Private Service Institutions in the Kingdom of Bahrain, the indicators such as Physiological Effects (fatigue and illness); Psychological Effects (job dissatisfaction, anxiety and decrease in productivity); and Behavioral Effects (inability to manage time or delegate, feelings of alienation and inadequacy, loss of confidence and motivation, irritability with colleagues/unwillingness to cooperate and persistent negative thoughts) were both perceived by male and female Filipino Employees in the Kingdom as Serious (S).

It was further observed that the computed value of “t” which was .79 was lower than the tabular value of “t” at 5% level of significance with 98 degree of freedom which was 2.0; hence the result was not significant leading to a decision of failing to reject the null hypothesis. This denoted that there is no significant difference between the perceptions of male and female

Filipino employees on the Seriousness of the Effects of Stress at work in the Private Service Institutions in the Kingdom of Bahrain.

**Summary and Comparison of the Perceptions
Between the Male and Female Employees on the
Strategies of Coping Stress at work
in the Private Service Institutions**

Table 3
**Summary and Comparison of the Perceptions between Male and Female Filipino
Employees on the Strategies of Coping Stress at work in the
Private Service Institutions in the Kingdom of Bahrain**

	Strategies of Coping Stress	N = 50 Males, 50 Females					
		MALES		FEMALES		COMBINED	
		WM	DE	WM	DE	WM	DE
	A. Individual Stress Management Technique						
1	Physical exercise and relaxation practices	2.29	A	2.33	A	2.31	A
2	Recreation and leisure time activities	2.16	A	2.23	A	2.19	A
3	Diet and sleep	2.16	A	2.18	A	2.17	A
4	Time management	2.29	A	2.33	A	2.31	A
5	Behavioral self – control	2.14	A	2.15	A	2.14	A
6	Networking or social support	1.90	A	1.85	A	1.87	A
	B. Organizational Stress Management Technique						
1	Organizational Intervention	2.0	A	2.0	A	2.0	A
2	Minimizing frequency and intensity of stressful situation	1.95	A	1.93	A	1.94	A
3	Social support	2.0	A	2.0	A	2.0	A
	AVERAGE WEIGHTED MEAN	2.09	A	2.11	A	2.10	A

$$t_{\text{comp}} = .86$$

$$t_{0.05, 98\text{df}} = 2.0$$

Result: Not Significant

Decision: Fail to reject the null hypothesis

The following indicators for strategies in coping up stress at work among Filipino Employees in the Private Service Institutions in the Kingdom of Bahrain such as physical exercise and relaxation practices, recreation and leisure time activities, diet and sleep, time management, behavioral self – control, networking, organizational intervention, minimizing frequency and intensity of stressful situation and social support were all rated by respondents as Applicable (A).

It was further observed that the computed value of “t” which was .86 was lower than the tabular value of “t” at 5% level of significance with 98 degree of freedom which was 2.0; hence the result was not significant leading to a decision of failing to reject the null hypothesis. This

denoted that there is no significant difference between the perceptions of male and female Filipino employees on the Strategies on coping up stress at work in the Private Service Institutions in the Kingdom of Bahrain.

IV. CONCLUSIONS AND RECOMMENDATIONS

This chapter presents the conclusion and recommendation of the study based from the findings and interpretations.

CONCLUSIONS

1. It was revealed that the following indicators such as disruptive behavior of customers, unbecoming behavior of heads, conflicts with colleagues, workload and time pressures, role conflict and ambiguity, working environment and inadequate resources were all perceived by both male and female employees as Frequent (F), therefore the conclusion confirms that following indicators as mentioned can clearly triggers or causes of stress among Filipino employees in the Kingdom of Bahrain.
2. On the degree of seriousness of the effects of stress to employees dealing with work in the Private Service Institutions in the Kingdom of Bahrain, the indicators such as Physiological Effects (fatigue and illness); Psychological Effects (job dissatisfaction, anxiety and decrease in productivity); and Behavioral Effects (inability to manage time or delegate, feelings of alienation and inadequacy, loss of confidence and motivation, irritability with colleagues/unwillingness to cooperate and persistent negative thoughts) were both perceived by male and female Filipino Employees in the Kingdom as Serious (S). Now, it is a conclusion that the following indicators mentioned can be serious effects of stress among these Filipino employees.
3. The following indicators for strategies in coping up stress at work among Filipino Employees in the Private Service Institutions in the Kingdom of Bahrain such as physical exercise and relaxation practices, recreation and leisure time activities, diet and sleep, time management, behavioral self – control, networking, organizational intervention, minimizing frequency and intensity of stressful situation and social support were all rated by respondents as Applicable (A), therefore, it can be a conclusion that the following indicators mentioned can respond stress thus employees can cope up with the triggers, causes and consequences of stress at work by these Filipino employees.

RECOMMENDATIONS

Based from the drawn results on the perceptions of the respondents, analyzed and interpreted on the basis of statistics and appropriate tools, the researcher therefore recommends the following:

1. On the strategies to cope up with stress at work, there should be observance of the following individual stress management techniques such as rest and diet/food management, physical exercise and relaxation practices.
2. Time management among employees must be observed with utmost concern, preparations and procedural scheduling of works and activities.
3. Behavioral self control must be observed and allow smooth working relations with in the group or institution to avoid stresses and burdens at work. Building rapport adds to smooth flow and fineness of work.

4. Employ excellent employer – employee relationship to avoid gaps and conflicts within organization. In this manner, stress can be avoided.
5. Organizational intervention such as cooperation, employee relations, organizational activities and programs can be observed or put into practice among employees to employ engagement, and collaborations.
6. Allow social support and increased employee participation within the organization, therefore, management should also be cooperative and responsive to employees in terms of motivational activities, training and development, Human Resource Management and employee relations.

REFERENCES

- (1) Admiraal, W.F., Korthagen, F.A.J., & Wubbels, T. (2000). Effects of student-teachers' coping behaviour. *British Journal of Educational Psychology*, 70, 33-52.
- (2) Bradley, G. (2004). Job strain, and healthy work in teachers: a test of the demands-control-support model. Doctoral Thesis. Griffith University. Retrieved March 26, 2014 from <http://www4.gu.edu.au:8080/adt-root/uploads /approved/adt-QGU20050725.125838/public/02Main.pdf>.
- (3) Chan, D.W. (2008). Stress, coping strategies, and psychological distress among secondary school teachers in Hong Kong. *American Educational Research Journal*. 35(1), 145-163.
- (4) Cooper, C. L. & Dewe, P. (2004). *Stress: a brief history*. Oxford: Blackwell Publishing.
- (5) De Ocampo- Acero, V. & Leuterio, F. (2006). *Methods of Research*. Quezon City, Rex Printing Company, Inc.
- (6) Dollard, F., Winefield. A. H., & Winefield, H. R. (2003). *Occupational Stress in the Service Professions*. New York: Taylor & Francis.
- (7) Donaghy, M. (2004). Symptoms and the perception of disease. *Clinical Medicine (London,England)*, 4(6), 541-544.
- (8) Dunham and V. Varma (2008). *Stress in teachers: past, present and future*. London:Whurr.
- (9) Subong, P. (2005). *Statistics for Research, Application in Research, Thesis and Dissertation Writing, and Statistical Data Management Using SPSS Software*. Metro Manila. Rex Printing Company, Inc.
- (10) Travers, C. J. & Cooper, C.L. (2009) *Teachers under pressure: stress in the teaching profession*. London: Routledge.