

# Stress Coping Mechanisms: A Quantitative ABCD Analysis

Pavithra Kumari<sup>1</sup> & P. S. Aithal<sup>2</sup>

<sup>1</sup> Research Scholar, Institute of Management and Commerce, Srinivas University, Mangalore,  
India,

ORCID: 0000-0003-4541-4242; E-mail: [pavithrakumarishetty@gmail.com](mailto:pavithrakumarishetty@gmail.com)

<sup>2</sup> Professor, Institute of Management & Commerce, Srinivas University, Mangalore,  
India

ORCID: 0000-0002-4691-8736; E-mail: [psaithal@gmail.com](mailto:psaithal@gmail.com)

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## Stress Coping Mechanisms: A Quantitative ABCD Analysis

Pavithra Kumari <sup>1</sup> & P. S. Aithal <sup>2</sup>

<sup>1</sup> Research Scholar, Institute of Management and Commerce, Srinivas University, Mangalore,  
India,

ORCID: <https://orcid.org/0000-0003-4541-4242>; E-mail: [pavithrakumarishetty@gmail.com](mailto:pavithrakumarishetty@gmail.com)

<sup>2</sup> Professor, Institute of Management & Commerce, Srinivas University, Mangalore,  
India

ORCID: <https://orcid.org/0000-0002-4691-8736>; E-mail: [psaithal@gmail.com](mailto:psaithal@gmail.com)

### ABSTRACT

**Purpose:** *The primary aim of this study was to assess the Advantages, Benefits, Constraints and Disadvantages of stress coping mechanism through ABCD analysis framework in order to identify the critical constituent elements and factors affecting stress coping mechanism.*

**Design:** *The existing literatures were reviewed to obtain depth understanding of stress coping mechanism and its attributes. The researcher adopted focused group interview method where their perception on stress coping mechanism was taken by assigning weights which was further analyzed quantitatively.*

**Findings:** *Quantitative analysis of ABCD framework demonstrated high weightage of advantageous factors towards stress coping mechanism followed by benefit factors. Particularly it was found that stress coping mechanism has high advantages and benefits compared to constraints and disadvantages depicting its effectiveness in coping stress.*

**Originality value:** *This paper not only facilitates depth understanding of various factors affecting stress coping mechanism but also provides a direction towards establishing measurement scales for stress coping mechanism in the future research. Hence this study acts as guiding tool for the academician, researchers, psychiatrists and HR policymakers to enhance employee productivity.*

**Paper Type:** *Empirical Paper.*

**Keywords:** ABCD framework, ABCD Listing, ABCD quantitative analysis, Stress, Stress Coping Mechanism, Factors and elemental Analysis.

### 1. INTRODUCTION :

Employees may experience stress due to potential workplace stressors [1]. Organizational change [2], challenging interpersonal relationships at work [3], managers' perceptions of resource allocation fairness [4], bureaucracy, autonomy, tools and equipment, workload, role ambiguity, work/home integration, job security, and career advancement are a few examples of potential conditions or stressors [5]. These workplace pressures may cause negative feelings like tension, rage, anxiety, irritation, or depression to surface [6-9]. Literature has highlighted technology-induced stress, sometimes known as techno-stress, as one of the more recent workplace stressors [10-11]. In particular, burnout was found to be a significant predictor of a number of physical, psychological, and occupational problems, including job dissatisfaction, absenteeism, new disability pensions, and job demands. Physical problems included prolonged fatigue, headaches, gastrointestinal problems, and respiratory issues [12]. The three characteristics of task, emotion, and avoidance-oriented coping that are present in most theories of coping methods are measured by the Coping Inventory for Stressful Situations (CISS). The interactional paradigm of stress, anxiety [13], and coping, for example, was established as a result of expanding the integrative approach of anxiousness to incorporate coping variables [14]. Coping strategies include an individual's efforts to directly change the dangerous situations themselves as well as his efforts to change just his perception of them so he need not feel so threatened. It is obvious that there cannot be just one (or even a few) efficient coping mechanisms; rather, the style that works best will probably depend on the circumstances and the sort of stress experienced [15]. Hence in order to assess the

significant role of stress coping mechanism in improving employees well-being was assessed through this study by analyzing its advantages, benefits, constraints, and disadvantages.

**2. THE REVIEW OF LITERATURE :**

A review of literature is a key step in the research process. It is a view of relevant literature, conducted to generate an understanding of what is known about a particular situation, phenomenon, or problem and to identify the knowledge gaps that exist. Another important reason for doing a literature review is that it will help the researcher to understand how the study findings fit into the existing body of knowledge. Hence this study has reviewed various articles pertaining to the study. This section has been divided into four segments 1) Related articles on Stress Coping Mechanism, 2) ABCD Listing, 3) ABCD analysis on affecting factors & critical constituent elements and 4) Quantitative ABCD analysis with construct weightage.

**2.1 Related articles on Stress Coping Mechanism:**

As this study is mainly concerned with stress coping mechanism referring to relevant previous studies tends to be very vital. Few of the scholarly publication on stress, job performance, stress coping strategies have been discussed below in table 1

**Table 1:** Selected papers related to stress coping mechanism

S. No.	Area/Focus	Purpose/Outcome	Reference
1	Cabin Crews' Job Performance	The negative effects of emotional labour on job performance are significantly lessened by high levels of work-life balance and job satisfaction. Emotional labour has a strong detrimental impact on job performance. Additionally, the performance of the cabin crew is significantly impacted by job satisfaction and work-life balance.	Kumari, Pavithra, & Aithal, P. S., (2022) [16]
2	Stress Inducing Factors and Strategies	The stress management programme will be organised for the aviation workers with special care for Mangalore International Airport if the respondents' stress levels are higher than a pre-defined level.	Kumari, P., & Aithal, P. S. (2020) [17]
3	Stress In Cabin Crew Members	Compared to the general population, female flight attendants reported documented sleep issues approximately six times more frequently. This study evaluated the level of stress among airline cabin crew members.	Kumari, P., & Aithal, P. S. (2022) [18]
4	Stress and measures taken to cope up	This study evaluated the stress experienced by non-permanent employees working under contract in the aviation industry during the Covidian-19 pandemic and the coping mechanisms used to manage it.	Kumari, P., & Aithal, P. S. (2022) [19]
5	Coping with interpersonal stress	An assessment tool for interpersonal coping mechanisms was developed in Japan and showed a three-factor structure: distance, reassessing, and constructive coping. Distancing coping techniques are tactics that aim to purposefully harm, disturb, and end a difficult relationship. Reassessing coping involves making an attempt to wait patiently for the right moment to act, such as when the circumstance changes or gets better. Constructive coping entails actions that	Kato, T. (2013) [20]

		actively work to preserve, improve, and/or sustain a connection without making the other parties involved feel worse.	
6	Stress and coping	The classification of coping techniques and the analysis of the coping process, which is coping as "problem solving," are two separate approaches to the study of coping. It examines the nature of rational problem-solving models while taking into account their usefulness and applications to stress reduction.	Cox, T. (1987) [21]

## 2.2 Related articles on ABCD analysis framework:

Aithal et al. (2016) [22] proposed the ABCD Analysis Framework which is used to analyse various "business models, company strategy, concept, idea, or business systems" from the perspective of stakeholders and contributes to long-term revenue generation. In this method, a matrix is drawn, and "advantages, benefits, constraints, and disadvantages" are identified in the grid against stakeholders' perspectives, as well as "Critical Constituent Elements [23]." Both individual and system features are included in the ABCD analysis framework; the efficiency of a concept or strategic plan can also be studied utilizing ABCD analysis. It starts with a list of the advantages, benefits, constraints, and disadvantages of a notion, system, strategy, and so on [23]. It also enables more detailed analysis by identifying influential issues and critical constituent elements through factor and elementary analysis. The ABCD analysis has reached a quantitative stage [24]. Many research-based papers have been published based on this analysis framework because it takes into account other strategic methods of analysis such as "SWOC, Competitive Profile Matrix (CPM) analysis, EFE & IFE Matrices, BCG matrix, Porter's Five Forces Model, and PESTLE Analysis" [25-27]. ABCD analysis framework is used in literature in three ways as (1) ABCD listing, (2) ABCD analysis with Affecting Factors & Critical Constituent Elements, and (3) Quantitative ABCD Analysis with Construct Weightage. ABCD analysis is suggestible for industry analysis, company analysis, Product analysis, service analysis, patent analysis, etc as per new approaches of scholarly research. In addition, an industry is a system that consists of a collection of producers or firms that share the goal of creating a specific range of products or services. The ABCD paradigm is also appropriate for industry analysis [28]. A company's or group of companies' various business problems can be analysed using internal and external factors that have an impact on the managers' decisions regarding the issues. In one previous study, a company's analysis was also done using the ABCD listing by outlining its advantages, benefits, constraints, and disadvantages [29–30]. This framework uses specific qualities or factors to analyse data based on specific constructions or parameters [31]. Apart from analyzing company, industry and various other concepts and phenomena, ABCD framework can be used for patent analysis as well [32]. Considering the diversified usage of ABCD analysis, the researcher has adopted this technique to analyze stress coping mechanism in order to test its effectiveness. Again related works on ABCD framework is categorized into three sections i.e. 1) ABCD listing, 2) ABCD Analysis on Affecting Factors & Critical Constituent Elements and 3) Quantitative ABCD Analysis with Construct Weightage.

### 2.2.1 ABCD Listing:

A consistent method is used to identify the business's behaviour, dynamics, and structure, as well as to assess the impact of innovative changes. Using the framework, after conducting qualitative analysis, one could list significant advantages, benefits, constraints, and disadvantages of each identified determinant issue. It also introduces the concept of ABCD listing, which can be identified as a prerequisite for ABCD analysis [33]. This will provide a basic understanding and may be used as a predetermined situation for ABCD analysis, also known as ABCD listing. Table 2 shows some scholarly articles that only used a list of advantages, benefits, constraints, and disadvantages from the general/point author's of view:

Table 2: Selected papers that used ABCD listing

S. No.	Area/Focus	Purpose/Outcome	Reference
1	ABCD listing of New Research indices.	ARP Index, RC-Index, RE-Index, Project Productivity Index, and Cost Index are new research indices used to calculate research productivity of individuals as well as teams of people in an organisation. They used ABCD analysis/listing to investigate these five indices. This demonstrated the effectiveness and simplicity of these new indices in an organization's research output.	Aithal, P. S. (2017). [34]
2	ABCD listing of International Business and its Environments' study.	In this study Firm's internal performance and external opportunity analysis was assessed using ABCD listing.	Aithal, P. S. (2017). [35]
3	ABCD listing Six Thinking Hats Based Analysis.	Advantages, Benefits, Constraints and Disadvantages of Six hats thinking was listed in this study as tool for risk Decisions.	Rangi, P. K., & Aithal, P. S. (2020). [36]
4	ABCD listing Innovation in B.Tech. Curriculum as B.Tech. (Hons).	STEAM & ESEP based B.Tech. (Hons) Model was analysed through ABCD listing.	Aithal, P. S., & Aithal, S. (2019). [37]
5	ABCD listing Organizing the Unorganized Lifestyle Retailers.	Comparison between organized and unorganized lifestyle through ABCD listing.	Ganesh H. R., & Aithal, P. S. (2020). [38].
6	ABCD listing Green Education	Importance of education system and syllabi design, as the future prospects was discussed in this paper through green learning.	Aithal, P. S., & Rao, P. (2016). [39]
7	ABCD listing of Student Centric Learning Though Planned Hard work	A college can develop an innovative model for students to face the consequences of changing the curriculum from the state to the national level through hard work and determination to succeed.	Aithal, S., & Aithal, P. S. (2016). [40]
8	ABCD listing of Online Education and Higher Education System	Online education has advanced rapidly in recent years, becoming one of the most researched and discussed topics in the system of higher education. The advantages, benefits, constraints, and disadvantages of digital education systems are compared to a hypothetical system referred to as the "Ideal education system."	Aithal, P. S., & Aithal, S. (2016). [41]
9	ABCD listing of Green Energy and Global Warming	Green energy decreases carbon mining from of the earth, resulting in less geological imbalance. Energy production and utilisation can be decentralised for the best results. Having installed renewables on the roofs to meet individual needs meets domestic energy requirements. This reduces both energy waste and sun light radioactivity to the rooftop. This method of adoption, however, may not be suitable for industrial requirements.	Aithal, P. S., & Acharya, S. (2016). [42]

10	ABCD listing of Srinivas University B.Com Model In Corporate Auditing	Srinivas University has initiated a B.Com programme in Corporate Auditing with a CA intermediate syllabus to address the limitation of studying two subjects with different curricula at the same time. The program's unique features, advantages, and benefits for earning a Dual degree/certification have indeed been discussed.	Aithal, P. S., & Noronha, S. (2016). [43]
11	ABCD listing of Smart Library Models for Future Generations	The library system is undergoing a revolution as a result of technological advancements. Because most resources are now available on the internet, the future will be a click and mortar library system.	Aithal, P. S. (2016). [44]
12	ABCD listing in Performance Evaluation of Dabur India Ltd.	The importance of the profitability ratio, changes in profitability components, profitability ratio analysis, CSR initiatives, and Dabur Company's ABCD listing are all covered in this section.	Bharathi, & Suresh Ramana Mayya. (2022). [45]
13	ABCD listing of MUDRA	The research was conducted on the contribution of MUDRA finance needs in terms of cash flow to Agri. entrepreneurship in agrarian allied sector activities to increase opportunities for employment in rural and urban India. An analysis is used to demonstrate the advantages, benefits, constraints, and disadvantages of MUDRA funding to SMEs, MSMEs, and Agri.	Aithal, P. S., & Sharma, K. R. S. (2022). [46]
14	ABCD Listing of Social Media	The company established the metaverse, which allows individuals to choose their style through virtual meetings. Fashion companies and brands have also used digital sites (meta platforms), new products and new, and partnerships with video games available to create their own digital collections for millions of players around the world.	Madhura, K., & Panakaje, N. (2022). [47]
15	ABCD listing of PPP Model of MIA	The PPP Model of MIA holds promise for improving service delivery effectiveness, professionalism, and knowledge of providing services in line with international standards.	Kumari, P., & Aithal, P. S. (2020) [48]
16	ABCD Listing of Dye-doped Polymers for Photonic Applications.	When nonlinear dye-doped polymer films for nonlinear and photonic applications were analysed using ABCD, material issues, customer issues, commercialization issues, application issues, service provider issues, and environmental/social issues were all noted.	Aithal, S., & Aithal, P. S. (2016). [49]
17	ABCD Listing of Electricity from microbial fuel cell in	Examined the difficulties in designing MFCs for rural India. To give the residents in the rural area with adequate energy,	Acharya, S., & Aithal, P. S. (2017) [50]

	rural India.	MFCs must be designed at a high cost. This was evaluated using the ABCD listing for use in rural India.	
18	ABCD Listing of Online Pharmacy Model	Studied consumer attitudes, opinions, and concerns regarding the internet drug distribution channel. Through the use of the ABCD listing approach, examinations of the many difficulties and aspects impacting online pharmacies have been conducted.	Aithal, A., & Shabaraya, A. R. (2018). [51]
19	ABCD Listing of Livestream as an Innovative Marketing Medium	Livestream is a fantastic platform for securing allies and internal staff members within the business. Livestreaming is a long-term trend in e-commerce and retail. During the epidemic, the live stream was a fantastic method to reach customers and increase engagement.	Rajasekar, D. & Aithal, P. S. (2022). [52]
20	ABCD Listing of Theory A	The most difficult aspect of understanding humans is their inherent unpredictability. Maslow's Theory of Need Hierarchy, Herzberg's Two Factor Theory, Motivational Theories X, Y, and Z, Theory of Accountability (Theory A), Theory A & Emotional Intelligence, and Theory A & Organizational Success were examined in order to grasp this ABCD framework.	Aithal, P. S., & Kumar, P. M. (2016) [53]
21	ABCD Listing of Furniture Manufacturing Companies	Through segmentation/segments that they are operating in, this study found many aspects of fine details linked to furniture pricing, customisation, and unique selling proposition.	Amin, V. S., & Kumar, A. (2022) [54]
22	ABCD Listing of Grading In Higher Education For Competency Based Education System	Recognised those factors that help forecast performance in a job environment by evaluating competency level performance indicators, as well as outlining the primary factors leading to competency, their aims, and outcomes. Also described here are the interventional tactics for institutions of higher learning.	Aithal, P. S., & Kumar, P. M. (2019) [55]
23	ABCD Listing of Ideal Software	The discussion is on the qualities of hypothetical software known as ideal software and the potential for using such software for any type of system automation and networking known as Universal Automation.	Aithal, P. S., & Pai T, V. (2016). [56]
24	ABCD Listing of IT-Virtualization	The physical server footprint can be minimised by virtualization. The datacenters will operate at maximum efficiency in terms of both energy use and floor area. The size of the server is a bigger worry because a smaller server will perform better and generate more heat, which will require more cooling equipment and reduce available floor space. All of these limitations will be broken via virtualization.	Lathika, K. (2016) [57]

25	ABCD Listing of Online E-Campus Recruitment Process	Even hiring new employees has been organised as an online flow system for consistent results thanks to the application of cutting-edge automated technology and super process excellence approaches in the corporate setting.	Shenoy, V., Aithal, P. S., & Pai, R. (2018) [58]
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These are the various papers studying ABCD analysis concerning various phenomenon and issues. There are few other articles which has listed various advantages, benefits, constraints and disadvantages of Student Centric Curriculum Design and Implementation[59], Holistic Integrated Student Development Model & Service Delivery Model[60], Mobile Information Communication Technologies[61], Role of ICCT Underlying Technologies[62], Innovations & Business Opportunities[63], Srinivas University B. COM Model[64], Retrieval Time of Manual and Electronic Medical Records [65], Online E-Campus Interview Training [66], Block chain [67], new attitude-behaviour (AB) theory [68], Indian Pharmaceutical Sector [69] and Women Entrepreneurship in Food Processing Sector [70]. All these above articles on ABCD listing have demonstrated the way to list out the advantages, benefits, constraints and disadvantages and have helped the researchers to analyze the effectiveness of business models, particular phenomena, concepts etc.

### 2.2.2 ABCD Analysis on Affecting Factors & Critical Constituent Elements:

Some scholarly publications are referred in order to proceed even more into factor and elementary analysis under the ABCD framework. The tables below show the determinant issues identified in scholarly publications using the ABCD framework.

**Table 3:** Selected papers that used ABCD Analysis with Affecting Factors & Critical Constituent Elements

S. No.	Area/Focus	Factors	Reference
1	Work from home	Environmental & Social issues, Employers/ Employees issues, Organizational issues and Customer/Student issues.	Reshma, Aithal, P. S., & Acharya, S. (2015). [71]
2	Black Ocean Strategy	Organizational, Business, Administrative, External, Employee and Operational.	Aithal, P. S., & Kumar, P. M. (2015). [72]
3	Research Productivity	Students, Academic, organizational and other stakeholders.	Aithal, P. S., Shailashree, V. T., & Kumar, P. M. (2016). [73]
4	Six Thinking Hats	Managerial, Societal, Operational, conceptual, and stakeholders	Aithal, P. S., Kumar, P. M., & Shailashree, V. (2016). [74]
5	Online food delivery system	Supplier Issues, Customer Issues, Food Delivery Partner Issues, and Food Delivery Technology Issues	Frederick, D. P., & Bhat, G. (2022). [75]
6	Wealth at the Base of the Pyramid	Customer, environment, Organisation, operational, stakeholder, social, and technological.	Raj, K., & Aithal, P. S. (2018). [76]
7	Well-being of Care takers	Jacobson’s muscle relaxation therapy and Pschy education	PV, A. H., & Kotian, S. (2022). [77]
8	Nanotechnology as Green Technology	Business Issues, Consumer Issues, Organizational Issues, Environmental	Aithal, P. S., & Aithal, S. (2018).



		Issues, Social Issues	[78]
9	Private University System	Student Progression issues, Faculty development issues, Organizational issues, Innovations and Best Practices issues, Governance and Leadership issues, Societal & other stakeholders issues.	Aithal, P. S., Shailashree, V., & Kumar, P. M. (2016) [79]
10	Stage Model in Higher Education	Student Issues, Academic Issues, Organizational Issues, Faculty Issues, Issues on Administration Infrastructure And Learning resources, Other Stakeholder Issues	Aithal, P. S., Shailashree, V., & Kumar, P. M. (2016) [80]
11	NAAC Accreditation System	Organizational Issues, Student Support - Progression Issues, Faculty Performance Issues, Social/Environmental/Community Engagement Issues, Governance, Leadership & Innovations Issues, Issues On Infrastructure, Learning Resources & Research	Aithal, P. S., Shailashree, V., & Kumar, P. M. (2016). [25]
12	Dye-doped Polymers for Photonic Applications	Customer Issues, Commercialization Issues, Application Issues, Material Issues, Environmental/Society Issues, Production/Service providers Issues	Aithal, S., & Aithal, P. S. (2016) [81]
13	Industrial Internship Programme	Student Issues, Host Company Issues, Institute Issues, Society Issues	Frederick, D. P., & Shailashree, V. T. (2022) [82]

Various studies on ABCD analysis have surveyed identifying their determinant issues which further enables identification of numerous factors affecting the particular issue. The above articles have adopted ABCD analysis considering determinant issues, moreover apart from these, there are many studies which discussed ABCD analysis with the determinant issues such as Systems & Technology [83], Multifactor Authentication Model [84], Fingerprint Biometric Attendance [85], institutional ranking system [86] and Choice Based Credit System [87], etc.

### 2.2.3 Quantitative ABCD Analysis with Construct Weightage:

Various other studies have also been studied concerning work engagement, healthcare, workforce, etc. in order to understand the direction for quantitative ABCD analysis of stress coping mechanism, following studies were reviewed in table 4;

**Table 4:** Selected papers that used Quantitative ABCD Analysis with Construct Weightage

S. No.	Area/Focus	Purpose/Outcome	Reference
1	IEDRA Model	Using the ABCD analysis framework, determinant concerns and various important aspects impacting the IEDRA Model of campus placement have been explored. The results indicated that the depth and efficacy of the IEDRA Model are satisfied by key critical constituent parts under the constructs. Results showed that the IEDRA Model was present in high satisfactory levels, demonstrating the model's success in serving campus job-seeking students.	Shenoy, V., & Aithal, P. S. (2017) [88]

2	Education for Corporate Sustainability	The Education for Corporate Sustainability Disclosures by Higher Educational Institutions can be analysed using the ABCD framework. Higher education institutions' corporate sustainability disclosures are very beneficial to their stakeholders.	Nayak, P., & Kayarkatte, N. (2022) [89]
3	Task Shifting	This research does the ABCD analysis of task-shifting by taking into account six determining issues. Twenty-one main characteristics, eighty-four influencing aspects, and 172 essential constituent elements are what make this analysis process successful.	Aithal, A., & Aithal, P. S. (2017) [90]
4	Online Food Delivery Services	According to a quantitative ABCD analysis of online food delivery services, advantages have a significant role in the success of the venture. The outcome of the ABCD study supports the premise that online food delivery services are effective.	Frederick, D. P., & Bhat, G. (2022) [91]

### 3. OBJECTIVES OF THE STUDY :

- (1) To list the advantages, benefits, constraints, and disadvantages of stress coping mechanisms.
- (2) To identify the factors affecting stress-coping mechanisms.
- (3) To assess the critical constituent elements of stress coping mechanisms.
- (4) To quantitatively analyze the advantages, benefits, constraints and disadvantage of stress coping mechanisms.
- (5) To determine the suitability of ABCD framework in analyzing stress coping mechanisms.

### 4. ABCD LISTING OF STRESS COPING MECHANISM :

There are numerous studies conducted on ABCD analysis framework which explains the listing of various advantages, Benefits, Constraints and Disadvantages as well as quantitative analysis of ABCD framework. Before further analysis the researcher has listed various Advantages, Benefits Constraints and Disadvantages of stress coping mechanism to better understand its problems and prospects which is listed as follows;

**Table 5: Demonstrating ABCD Listings of Stress Coping Mechanism**

ADVANTAGES	BENEFITS
<ul style="list-style-type: none"> <li>✓ Stress coping mechanism provides Purpose clarity leading to efficient work performance.</li> <li>✓ It ensures confidence among employees which helps to increase passenger satisfaction.</li> <li>✓ It helps them to feel sense of security and Wellbeing.</li> <li>✓ Adoption of stress coping mechanism encourages creativity and mindfulness.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Facilitates a guide to priorities the task and hence saves more time.</li> <li>✓ Adoption of stress coping resources may reduce absenteeism leading to promotion.</li> <li>✓ This mechanism also benefits employees though network building.</li> <li>✓ It enables simplification of complex task and spreads positive vibes.</li> </ul>
CONSTRAINTS	DISADVANTAGES
<ul style="list-style-type: none"> <li>✓ Adoption of stress coping resources constructs a rigid frame work to follow.</li> <li>✓ It may also lead to Unrealistic expectations.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Failure to follow SCM causes impaired alertness and performance.</li> </ul>

<ul style="list-style-type: none"> <li>✓ Involving into religious practices as a result of SCM may result in religious conflicts.</li> <li>✓ Instability of emotions may cause lack of adoption of SCM.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Complete involvement in a SCM such as work life balance may make employees less visible.</li> <li>✓ Lack of focus on business objectives.</li> <li>✓ Incomplete task causes guilty feeling.</li> </ul>
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**5. STRUCTURE OF ABCD FRAMEWORK :**

As shown in Figure 1, the advantages, benefits, constraints, and disadvantages (ABCD) of every concept or strategy can be analyzed by identifying determinant issues and key attributes and measuring the critical Constituent elements.

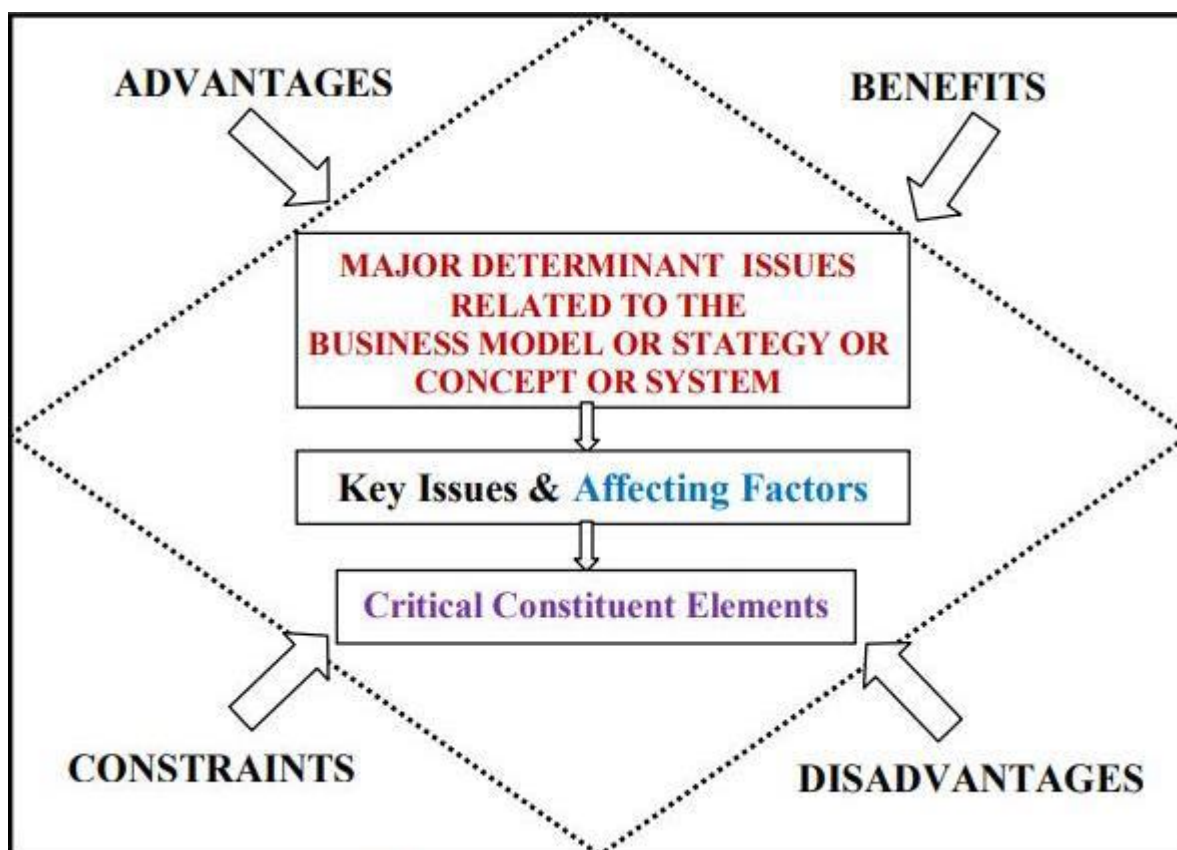


Fig. 1: Factors affecting stress coping mechanism as per ABCD Analysis Framework [92]

**6. KEY ATTRIBUTES AFFECTING STRESS COPING MECHANISM :**

Table 3 depicts the stress determinant issues, and the key attributes identified for each issue are presented below:

**Table 6:** Stress coping mechanism determinants and key characteristics

S. No.	Determinant Issues	Key Attributes
1	Irregular working hours	Precise Schedule, Checklist, Power Naps
2	Work Hassles	Job And Peer Management, Passenger Management, Personal Hassle Management
4	Social Isolation	Social Support, Spirituality, Relaxation
5	Burnout	Task Strategies, Better Sleep Quality, Positive Reappraisal

Source: Author

**7. FACTOR ANALYSIS OF STRESS COPING MECHANISM :**

Stress coping mechanism addresses various issues such as Irregular working hours, Work Hassles, Social Isolation and Burnout. The advantages, benefits, constraints, and disadvantages for the identified determinant issues and key attributes are listed in table 7.

**Table 7:** Factor Analysis of Stress Coping Mechanism using ABCD Framework:

Determinant Issues	Key Attributes	Advantages	Benefits	Constraints	Disadvantages
Irregular Working Hours	Precise Schedule	Purpose Clarity	Task Prioritization	Complexity	Pressure
	Checklist	Efficient	Time Saver	Rigid Frame	Low Quality Performance
	Power Naps	Quicker Reaction Time	Enhanced Cognitive Performance	Lack Of Free Time	Impaired Alertness And Performance
Work Hassles	Job And Peer Management	Improves Confidence	Team Efficiency	Poor Work Cohesion	Rigid Work Standards
	Passenger Management	Passenger Satisfaction	Promotion	Verbal And Physical Violence	High Emotional Labor
	Work-Life Balance	High Productivity	Less Absenteeism	Unrealistic Expectations	Make Employees Less Visible
Social Isolation	Social Support	Sense Of Security	Build Network	Lack Of Acceptance	Excessive Reliance
	Spirituality	Well Being	Motivation And Commitment	Religious Conflicts	Lack Of Focus On Business Objectives
	Relaxation	Improved Focus	Better Decision Making	Work Load	Fear Of Losing Control
Burnout	Task Strategies	Reduces Mistakes	Simplification Of Complex Task	Poor Goal Setting	Incomplete Task Causes Guilty Feeling
	Better Sleep Quality	Creativity	Uplifts Mood	Task Deadlines	Laziness And Less Productivity
	Positive Reappraisal	Mindfulness And More Tolerable	Spread Of Positive Vibes	Instability Of Emotions	Exploitation By Over Workload

Source: Author

**8. ELEMENTARY ANALYSIS BASED ON CRITICAL CONSTITUENT ELEMENTS :**

The factors affecting irregular working hours, work hassles, social isolation, and burnout issues are identified using the ABCD analysis framework for Stress Coping Mechanism. The CCEs of these factors are tabulated in tables 8 to 11 under the four constructs - advantages, benefits, constraints, and disadvantages of the ABCD technique.

**Table 8:** Advantageous factors affecting the determinant issues of stress coping mechanism and its critical constituent elements

Determinant Issues	Key Attributes	Advantageous Factors Affecting Determinant Issues	Critical Constituent Element
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Irregular Working Hours	Precise Schedule	Purpose Clarity	Goal Setting
	Checklist	Efficient	Well Organized
	Power Naps	Quicker Reaction Time	Responsive
Work Hassles	Job And Peer Management	Improves Confidence	Skills, Expertise And Capabilities
	Passenger Management	Passenger Satisfaction	Sustainability And Profitability
	Work-Life Balance	High Productivity	Efficiency
Social Isolation	Social Support	Sense Of Security	Safety
	Spirituality	Well Being	High Performance
	Relaxation	Improved Focus	High Quality Work
Burnout	Task Strategies	Reduces Mistakes	Accurate Service Delivery
	Better Sleep Quality	Creativity	High Problem Solving Ability
	Positive Reappraisal	Mindfulness And More Tolerable	Enhanced Engagement

Source: Author

**Table 9:** Benefit factors affecting the determinant issues of stress coping mechanism and its critical constituent elements

Determinant Issues	Key Attributes	Beneficial Factors Affecting Determinant Issues	Critical Constituent Element
Irregular Working Hours	Precise Schedule	Task Prioritization	Avoid Procrastination
	Checklist	Time Saver	New Opportunities
	Power Naps	Enhanced Cognitive Performance	Remember Tasks
Work Hassles	Job And Peer Management	Team Efficiency	Reduction In Individual Pressure
	Passenger Management	Promotion	Facilities And Privileges
	Work-Life Balance	Less Absenteeism	Reliability And Trustworthiness
Social Isolation	Social Support	Build Network	Recognition
	Spirituality	Motivation And Commitment	Loyalty And Stability
	Relaxation	Better Decision Making	Favorable Outcome
Burnout	Task Strategies	Simplification Of Complex Task	Easier And Faster Completion Of Work
	Better Sleep Quality	Uplifts Mood	Commitment
	Positive Reappraisal	Spread Of Positive Vibes	Employee Retention

Source: Author

**Table 10:** Constraint factors affecting the determinant issues of stress coping mechanism and its critical constituent elements

Determinant Issues	Key Attributes	Constraints Factors Affecting Determinant Issues	Critical Constituent Element
	Precise Schedule	Complexity	Lack Of Clarity

Irregular Working Hours	Checklist	Rigid Frame	Confusion
	Power Naps	Lack Of Free Time	Lack Of Focus
Work Hassles	Job And Peer Management	Poor Work Cohesion	Conflicts
	Passenger Management	Verbal And Physical Violence	Increased Turnover
	Work-Life Balance	Unrealistic Expectations	Disappointment
Social Isolation	Social Support	Lack Of Acceptance	Violence
	Spirituality	Religious Conflicts	Hatred
	Relaxation	Work Load	Stress
Burnout	Task Strategies	Poor Goal Setting	Low Utilization Of Action And Energy
	Better Sleep Quality	Task Deadlines	Low Creativity
	Positive Reappraisal	Instability Of Emotions	Anxiety

Source: Author

**Table 11:** Disadvantageous factors affecting the determinant issues of stress coping mechanism and its critical constituent elements

Determinant Issues	Key Attributes	Disadvantageous Factors Affecting Determinant Issues	Critical Constituent Element
Irregular Working Hours	Precise Schedule	Pressure	Mental Distress
	Checklist	Low Quality Performance	Job Dissatisfaction
	Power Naps	Impaired Alertness And Performance	Ignorance
Work Hassles	Job And Peer Management	Rigid Work Standards	Lack Of Involvement
	Passenger Management	High Emotional Labor	Lack Of Job Performance
	Work-Life Balance	Make Employees Less Visible	Loss Of Productivity
Social Isolation	Social Support	Excessive Reliance	Low Self-Esteem
	Spirituality	Lack Of Focus On Business Objectives	Low Success Rate
	Relaxation	Fear Of Losing Control	Job Loss
Burnout	Task Strategies	Incomplete Task Causes Guilty Feeling	Low Morale
	Better Sleep Quality	Laziness And Less Productivity	Low Customer Service Quality
	Positive Reappraisal	Exploitation By Over Workload	Lack Of Transparency

Source: Author

**9. QUANTITATIVE CRITICAL CONSTITUENT ELEMENT OF STRESS COPING MECHANISM AS PER ABCD ANALYSIS :**

The CCE for every key attribute for stress coping mechanism under its determinant issues as per the ABCD analysis framework construct are identified below and shown in tables 12 to 15:

The weights assigned to each CCE are determined by the focus group. The following is a ranking for different weights:

- Agree [3];
- Neutral [2];

Disagree [1].

The table below displays the advantageous elements of stress coping mechanisms and their important constituent element as identified by focus groups.

**Table 12:** Total mean score of Advantageous factors influencing stress coping mechanisms and their CCEs

Determinant Issues	Key Attributes	Advantages	Critical Constituent Element	Key Attributes (Total Score)	Determinant Issues (Total Score)	Total Mean Score
Irregular Working Hours	Precise Schedule	Purpose Clarity	Goal Setting	45	133	<b>98.066</b>
	Checklist	Efficient	Well Organized	44		
	Power Naps	Quicker Reaction Time	Responsive	44		
Work Hassles	Job And Peer Management	Improves Confidence	Skills, Expertise And Capabilities	43	127	
	Passenger Management	Passenger Satisfaction	Sustainability And Profitability	45		
	Work-Life Balance	High Productivity	Efficiency	39		
Social Isolation	Social Support	Sense Of Security	Safety	45	133	
	Spirituality	Well Being	High Performance	43		
	Relaxation	Improved Focus	High Quality Work	45		
Burnout	Task Strategies	Reduces Mistakes	Accurate Service Delivery	45	129	
	Better Sleep Quality	Creativity	High Problem Solving Ability	40		
	Positive Reappraisal	Mindfulness And More Tolerable	Enhanced Engagement	44		

Source: Author

**Table 13:** Total mean score of benefit factors influencing stress coping mechanisms and their CCEs

Determinant Issues	Key Attributes	Benefits	Critical Constituent Element	Key Attributes (Total Score)	Determinant Issues (Total Score)	Total Mean Score
Irregular Working Hours	Precise Schedule	Task Prioritization	Avoid Procrastination	40	120	81.46
	Checklist	Time Saver	New Opportunities	42		

	Power Naps	Enhanced Cognitive Performance	Remember Tasks	38		
Work Hassles	Job And Peer Management	Team Efficiency	Reduction In Individual Pressure	41	118	
	Passenger Management	Promotion	Facilities And Privileges	33		
	Work-Life Balance	Less Absenteeism	Reliability And Trustworthiness	44		
Social Isolation	Social Support	Build Network	Recognition	43	122	
	Spirituality	Motivation And Commitment	Loyalty And Stability	36		
	Relaxation	Better Decision Making	Favorable Outcome	43		
Burnout	Task Strategies	Simplification Of Complex Task	Easier And Faster Completion Of Work	33	109	
	Better Sleep Quality	Uplifts Mood	Commitment	42		
	Positive Reappraisal	Spread Of Positive Vibes	Employee Retention	34		

Source: Author

**Table 14:** Total mean score of constraint factors influencing stress coping mechanisms and their CCEs

Determinant Issues	Key Attributes	Constraints	Critical Constituent Element	Key Attributes (Total Score)	Determinant Issues (Total Score)	Total Mean Score
Irregular Working Hours	Precise Schedule	Complexity	Lack Of Clarity	42	99	69.73
	Checklist	Rigid Frame	Confusion	30		
	Power Naps	Lack Of Free Time	Lack Of Focus	27		
Work Hassles	Job And Peer Management	Poor Work Cohesion	Conflicts	39	91	
	Passenger Management	Verbal And Physical Violence	Increased Turnover	27		
	Work-Life Balance	Unrealistic Expectations	Disappointment	25		



Social Isolation	Social Support	Lack Of Acceptance	Violence	26	92
	Spirituality	Religious Conflicts	Hatred	34	
	Relaxation	Work Load	Stress	32	
Burnout	Task Strategies	Poor Goal Setting	Low Utilization Of Action And Energy	34	107
	Better Sleep Quality	Task Deadlines	Low Creativity	29	
	Positive Reappraisal	Instability Of Emotions	Anxiety	44	

Source: Author

**Table 15:** Total mean score of disadvantageous factors influencing stress coping mechanisms and their CCEs

Determinant Issues	Key Attributes	Advantages	Critical Constituent Element	Key Attributes (Total Score)	Determinant Issues (Total Score)	Total Mean Score
Irregular Working Hours	Precise Schedule	Pressure	Mental Distress	28	86	57.4
	Checklist	Low Quality Performance	Job Dissatisfaction	27		
	Power Naps	Impaired Alertness And Performance	Ignorance	31		
Work Hassles	Job And Peer Management	Rigid Work Standards	Lack Of Involvement	29	86	
	Passenger Management	High Emotional Labor	Lack Of Job Performance	29		
	Work-Life Balance	Make Employees Less Visible	Loss Of Productivity	28		
Social Isolation	Social Support	Excessive Reliance	Low Self-Esteem	26	81	
	Spirituality	Lack Of Focus On Business Objectives	Low Success Rate	26		
	Relaxation	Fear Of Losing Control	Job Loss	29		
Burnout	Task Strategies	Incomplete Task Causes Guilty Feeling	Low Morale	28	86	

	Better Sleep Quality	Laziness And Less Productivity	Low Customer Service Quality	33		
	Positive Reappraisal	Exploitation By Over Workload	Lack Of Transparency	25		

Source: Author

**10. GRAPHICAL REPRESENTATION OF FACTORS AFFECTING STRESS COPING MECHANISM :**

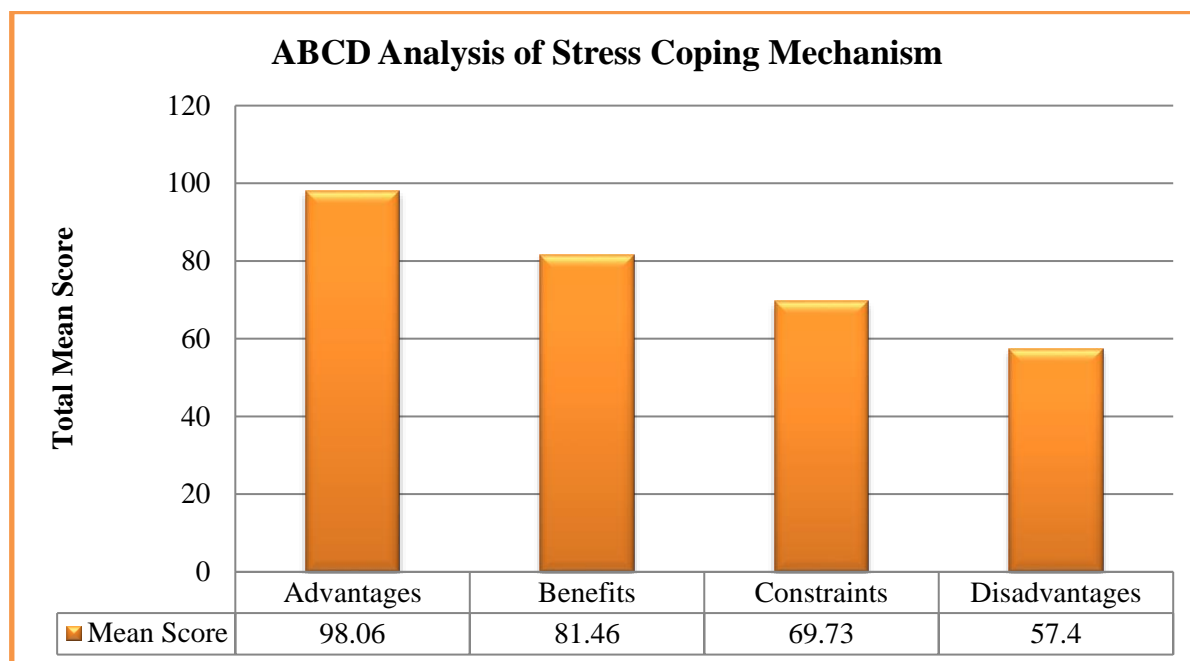


Fig. 2: Graphical representation of ABCD

Fig 2 demonstrated the total mean score of advantage, benefits, constraints and disadvantage factors of stress coping mechanism using ABCD framework. As per the mean score stress coping mechanism tends to have high advantages (MS=98.06) compared to Benefits (MS=81.46) followed by constraints (MS=69.73). Lastly, it was found that stress coping mechanism has least disadvantages (57.4), as a result it can be recommended that stress coping mechanism is an effective tool to enhance the productivity of employees.

**11. CONCLUSION :**

This study was intended to measure the impact of various factors on the adoption of stress coping mechanism by analyzing its advantages, benefits, constraints and disadvantages. In spite of assessing various determinant issues the study has also pondered on critical constituent elements of stress coping mechanism. As a result of the analysis, researchers strongly recommend stress coping mechanisms at workplace as the advantages and benefits of this mechanism high compared to its constraint and disadvantages.

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