

# Occupational Stress and Personality Factors among Employees

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DOI: 10.29322/IJSRP.12.09.2022.p12941

<http://dx.doi.org/10.29322/IJSRP.12.09.2022.p12941>

Paper Received Date: 14th August 2022

Paper Acceptance Date: 15th September 2022

Paper Publication Date: 26th September 2022

An individual is subjected to occupational stress when their work demands exceed their abilities, resources, or needs. Stress is dealt with differently by everyone, regardless of their age. There are both physical and emotional effects of stress on individuals. The presence of physical and mental stress is suggested by some experts as necessary for healthy and normal growth to occur. Stress motivates employees to learn new skills and master their jobs, which leads to better productivity, whereas stress that isn't managed effectively causes problems. The study aimed to investigate the relationship between personality and occupational stress among government and private employees. Occupational stress and personality factors were investigated among government and private employees using a descriptive survey design. A total 160 participants with informed consent were administered the Occupational Stress Index (OSI) and Singh's Differential Personality Inventory (SDPI). The results of the study indicate that there is no significant difference between male and female employees regarding occupational stress. Women and men have similar personalities, and employees in the private sector and the government sector have adopted the same personality traits. The study also concluded that both government and private sector organizations have a significant relationship between personality and occupational stress. Government and private sector employees are significantly less likely to experience occupational stress based on their personality traits.

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<http://dx.doi.org/10.29322/IJSRP.12.09.2022.p12941>

**Keywords:** Occupational Stress, Personality, Government and Private Employees

## INTRODUCTION

An individual's personality is considered to be a distinctive characteristic of their behavior. Research has focused on personality traits, individual behavior, and occupational stress. In various situations, a person's personality can be defined as a dynamic and organized set of traits that uniquely influence their cognitions, motivations, and behaviors. In terms of behavior, abilities, and qualities, a person's sense of self is comprised of their attitude, judgment, and values. An examination of self-perceptions and their conceptual and perceptual aspects led to a positive self-concept across a range of behavioral patterns on the test (Ram Kumar, Sailaja & Jagruth, 2022). The term "occupational stress" refers to a mismatch between one's abilities and the nature of one's responsibilities. Stress narrated from the workplace is referred to as occupational stress because it is a risk associated with fulfilling occupational requirements. There is an increasing amount of occupational stress in today's world, and most serious health issues are associated with occupational stress. A human being is subjected to occupational stress when the requirements of their job do not match their abilities, resources, or even needs. Everyone processes information differently and deals with stress differently, irrespective of age. Stress has both physical and emotional effects on individuals. Stress, both physical and mental, is suggested by some experts as necessary for normal and healthy growth. When employees are under some degree of stress at work, they become motivated to learn new skills and master their jobs, which results in improved productivity, while the problem arises when stress is not managed appropriately. The introduction of new technologies, changing policies, changing economic conditions, market dynamics, and changes within an organization are some of the factors that influence stress levels in the workforce, which have an impact on individual and organizational productivity. Occupational stress is one of the forms of emotions that are influenced by perception-related anxiety, and both internal and external factors play a significant role. According to Spielberger, (1979) stress has become less negative in nature and, if it is positive, can prove to be an important factor in improving productivity in an organization. It can be detrimental to employees' physical and psychological health and cause frustration, haste, and dissatisfaction at work, if not positive. Therefore, the absence of work may lead to complacency, and stress is, therefore, multidimensional, resulting from employees' perceptions of it as a problem or a benefit.

There have been many studies investigating the relationship between personality type and occupational stress among teachers, but few studies have explored the relationship between personality type and occupational stress in academic managers. It was argued by Ahmad & Ashraf (2016) that occupational stress measured by four constructs, namely pressure at work, support at work, job satisfaction, and nature of the job, had a significant impact on employees' personalities and the overall model was significant at 99.9%. A study examined the relationship between job satisfaction, and occupational stress on government sector bank and non-government bank employees, and found that non-government bank employees felt less job security, had a higher workload and were less satisfied than male employees with their lower level jobs having lower pay and less social security (Anamika, 2016). According to research results, 66% of the doctors reported their workplace as stressful, and the number of women (72.5%) reported their workplace as more stressful than the number of men (60.5%) (Parmar et al., 2015).

Studies have reported that a few personality traits can predict specific work-related behaviors, stress reactions, and emotions fairly well under specific circumstances, including frustration, worry, and anxiety (Kyriacou, 2001). The personality factors that contribute to an individual's ability to cope effectively with stressful situations can be explained by personality researchers, such as Neuroticism

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(Costa & McCrae, 1985, 1987). In addition, personality characteristics of employees can moderate the effect of stressful situations on burnout, with certain personality traits enhancing or defending negative outcomes (Grundy, 2000; Zellars, Perrewe & Hochwarter, 2000; Van Dierendonck, Grassen & Visser, 2005).

The majority of studies have found a positive relationship between neuroticism (characterized by negative emotional states and predispositions) and high stress (Deary, et al., 1996; Kokkinos, 2005). Grundy, 2000 found a negative relationship between personality type and stress. Desa, et al., (2014) found that personality was significantly correlated with job stress and that job stress correlated positively with psychoticism ( $r=0.17$ ) and neuroticism ( $r=0.38$ ), while job stress correlated negatively with extraversion ( $r=-0.26$ ) and lie ( $r=-0.25$ ). Moreover, it suggested that better knowledge of the influence of personality dimensions on job stress might help in selecting more effective interventions. Based on their study of high school teachers' personality and workplace stress, a study concluded high burnout groups scored significantly high on psychoticism, neuroticism, lie scales, type-A behavior, emotional exhaustion, depersonalization, while low on extraversion, occupational stress, and personal accomplishment. Regardless of the field of inquiry, all individuals experience some level of stress, and employees in the public and private sectors are no exception. Various factors contribute to the difference in stress levels between government and private sector employees, including organizational structures and ways in which work is performed. It is also generally believed that women are more emotional than their male counterparts, which makes them more prone to stress, resulting in lower work productivity. One research also revealed a high level of significant difference in occupational stress of employees working in private and government sectors as private sectors are experiencing more occupational stress than their counterparts (Sudha & Ronica, 2013). Another study showed significant differences in occupational role stress among public and private sector university teachers, whereas women of both sectors experienced somewhat higher levels of stress than men. A lack of modern and technical facilities can lead to role erosions and role stagnation in organizations. The reason for the organization's role stress may be that the roles are not properly allocated, role expectations are high, and the versatility of roles played by women (Luxmi & Sandeepkaur, 2012). It is explained that proactive interventions can be integrated into structures like job control, work schedules, staffing levels, physical work environments and organizational structures (Akanji, 2014). The present study was to determine how occupational stress affects the personalities of employees in the various government and private sectors.

## METHODOLOGY

The aim of the study was to investigate Personality and Occupational Stress among Employees of the Government and Private sectors. The descriptive survey research design was used to find out the relationship between occupational stress and personality factors among government and private employees.

### Specific Objectives

- To study the level of occupational stress among employees.
- To study the personality factors among employees.
- To study the level of occupational stress and personality factors among employees in relation to gender, and type of organization.
- To study the correlation between occupational stress and personality factors among employees.

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## Hypotheses

- There will be a significant difference on occupational stress among employees
- There will be significant difference on personality factors among employees
- There will be significant difference of occupational stress and personality factors among employees in relation to gender, type of organization
- There will be significant correlation between occupational stress and personality factors among employees.

## Sample

The study sample consisted of 160 employees from several fields, such as medical, banking, insurance, and railways from private and public sectors in Hyderabad, using the purposive sampling method.

## Tools:

### 1. Occupational stress Index

Occupational Stress Index (OSI) was developed by A. P. Singh and A.K. Shrivastva in the Indian context and consists of 46 statements with a five-point scale from strongly agree (5) to strongly disagree (1). Occupational stress is assessed using the total score on this scale, with higher scores indicating more stress. The reliability index calculated by the split-half method and Cronbach's alpha coefficient for the scale as a whole were .935 and .90, respectively.

### 2. Singh's Differential Personality Inventory (SDPI)

Arun Kumar Singh developed Singh's Differential Personality Inventory (SDPI), which is a self-report measure that analyzes various factors of personality among individuals. It measures ten different factors including decisiveness, responsibility, emotional stability, masculinity, friendliness, heterosexuality, ego strength, curiosity, dominance, and self-concept. The maximum score for each dimension can be 15 (fifteen) and the minimum score can be 0 (zero), and the higher the score on any factor, the greater the possessiveness of concern; the lower the score on any dimension, the poorer the possessiveness of concern. The internal consistency reliability of the questionnaire was examined using the odd-even split half method for each personality dimension. It was highly significant with coefficients in the range of 0.73 to 0.90.

## Procedure

In the demographic datasheet, the following items were included, name, age, gender, profession, and type of working sector were included. Informed consent was obtained from the participants and those who agreed to participate were administered Occupational Stress Index (OSI) and Singh's Differential Personality Inventory (SDPI). After completion of data collection scoring of all collected data was done according to the manual of each tool. Analysis of data was carried out taking into account the objectives and hypotheses of the study.

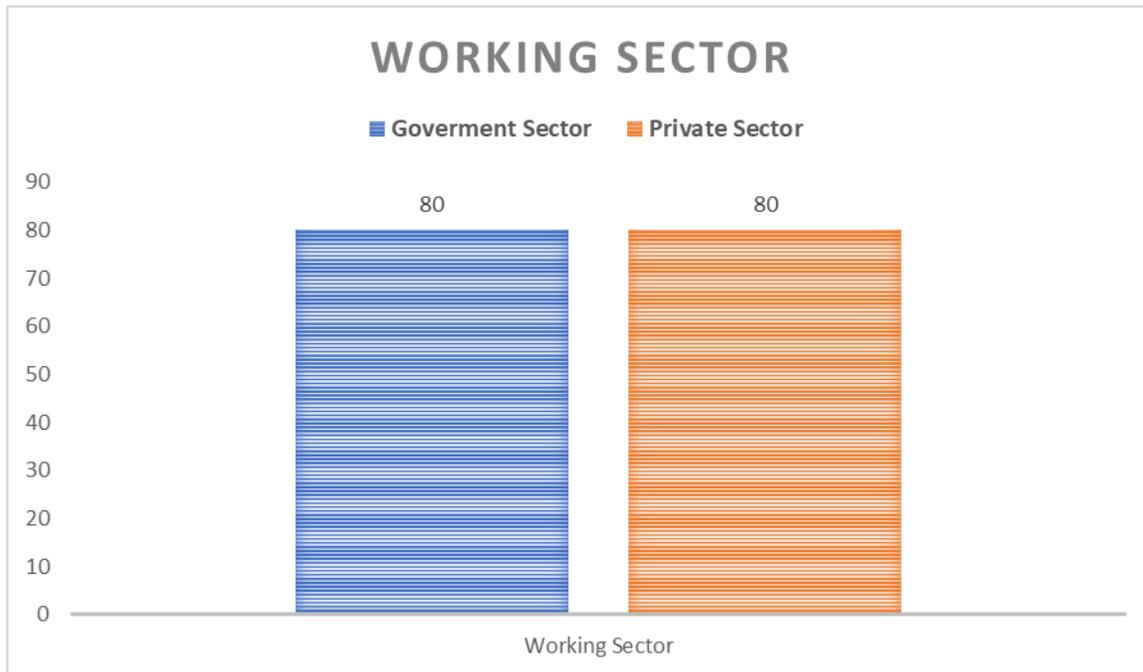
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## Results and Discussion

**Figure-1: Gives demographic data based on the working sector:**



*Figure 1: Demographic data based on the working sector*

**Figure-2: Gives demographic data based on gender**

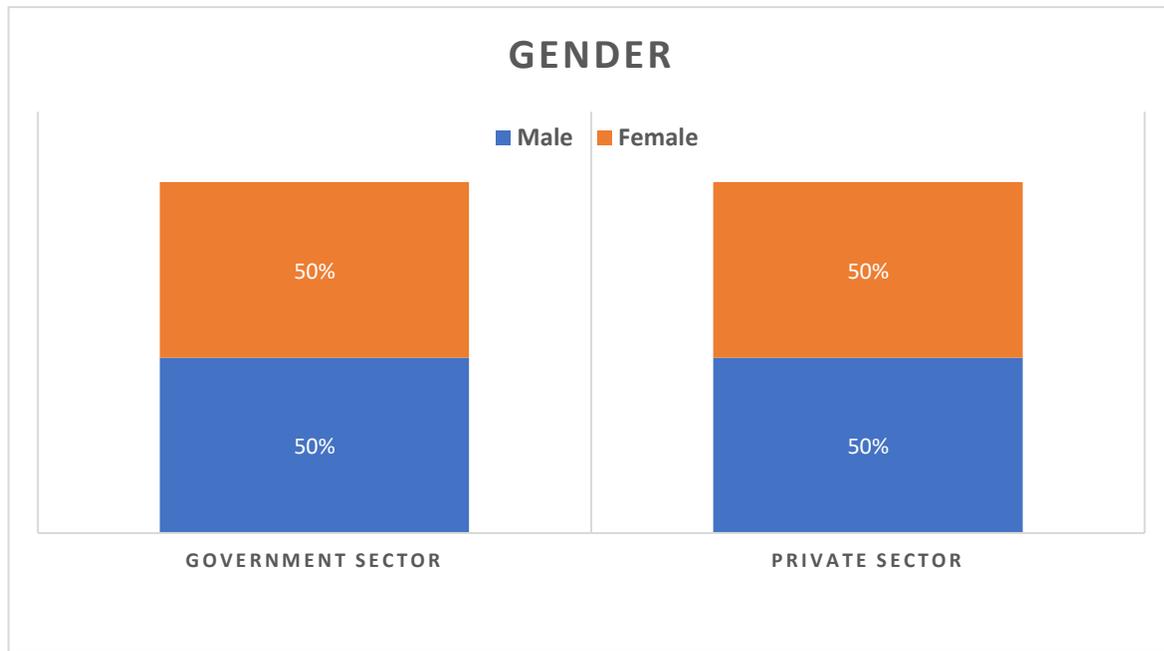


Figure 2: Demographic data based on gender

Table-1: Mean, SD and significance of occupational stress of employees based on gender

| Occupational Stress | Gender | Mean   | SD    | SED   | 't' Value | Significance |
|---------------------|--------|--------|-------|-------|-----------|--------------|
| Over Load           | Male   | 18.460 | 3.977 |       |           | 0.08         |
|                     | Female | 17.000 | 4.017 | 0.729 | 2.002     |              |
| Role Ambiguity      | Male   | 11.073 | 2.732 |       |           | 0.69         |
|                     | Female | 10.900 | 3.313 | 0.554 | 0.312     |              |
| Role Conflict       | Male   | 15.213 | 3.011 |       |           | 0.23         |
|                     | Female | 15.840 | 3.101 | 0.558 | 1.123     |              |
| Group Pressure      | Male   | 12.833 | 2.789 |       |           | 0.01*        |
|                     | Female | 11.700 | 2.267 | 0.463 | 2.447     |              |
| Responsibility      | Male   | 9.226  | 2.196 |       |           | 0.62         |
|                     | Female | 9.100  | 1.972 | 0.380 | 0.331     |              |
| Under Participation | Male   | 12.580 | 3.035 |       |           | 0.42         |
|                     | Female | 12.190 | 3.177 | 0.567 | 0.688     |              |

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|                              |        |        |       |        |       |       |
|------------------------------|--------|--------|-------|--------|-------|-------|
| Powerlessness                | Male   | 9.686  | 2.063 |        |       |       |
|                              | Female | 10.060 | 2.019 | 0.138  | 2.694 | 0.01* |
| Poor Peer Relationship       | Male   | 11.913 | 2.443 |        |       |       |
|                              | Female | 11.110 | 2.313 | 0.433  | 1.854 | 0.15  |
| intrinsic impoverishment     | Male   | 11.393 | 3.106 |        |       |       |
|                              | Female | 10.950 | 2.633 | 0.525  | 0.844 | 0.38  |
| Low Status                   | Male   | 8.866  | 2.646 |        |       |       |
|                              | Female | 7.530  | 1.976 | 0.875  | 1.526 | 0.19  |
| Strenuous working conditions | Male   | 9.673  | 2.515 |        |       |       |
|                              | Female | 9.480  | 2.249 | 0.4355 | 0.443 | 0.56  |
| Unprofitability              | Male   | 6.273  | 1.913 |        |       |       |
|                              | Female | 6.000  | 1.550 | 0.317  | 0.861 | 0.31  |

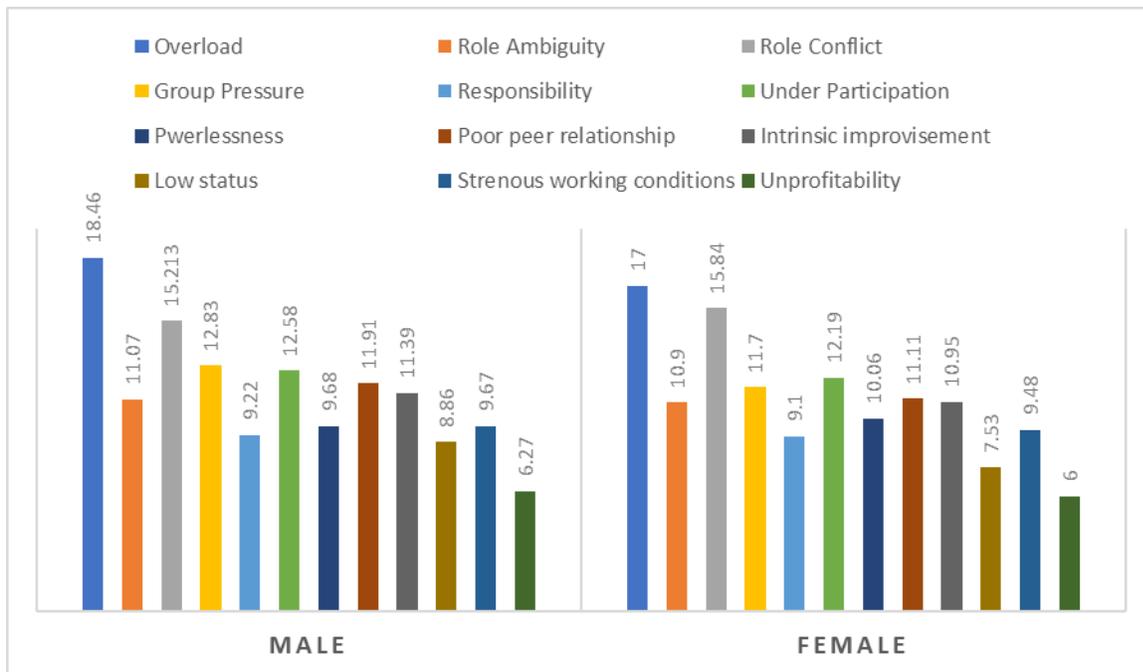


Figure 3: Mean values of occupational stress of employees based on gender

Occupational stress was found to differ significantly in the areas of group pressure and powerlessness at the 0.01 level in Table -1 and Figure 3, but not in any other area. In terms of group pressure and powerlessness, the Mean+SD values for male employees are 18.46+3.97, 9.68+2.06 and for female employees are 11.70+2.267 and 10.06+2.01 respectively. It

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suggests that male employees are better at maintaining group- conformity since they face more unreasonable political and social pressures than female employees. Furthermore, the results indicate that there is no significant difference between men and women in other occupational stress factors. The study found that male employees experience fewer feelings of powerlessness than female employees. According to the results, both male and female employees experience role ambiguity to an equal degree, plan their work effectively and have a clear understanding of what they are supposed to do, but also experience a high workload as well. In addition, the study revealed that both genders experience occupational stress in some areas, such as role conflict and inferiority complex. Moreover, both genders expressed their unhappiness with their superiors as a result of under investigation. Additionally, the study found that both male and female employees share a great deal of responsibility and are both seen to be able to contribute to the development of the organization by offering their valuable suggestions for the development of new policies in working systems. In addition, the findings reveal that the suggestions provided by both the male and female groups of employees are taken in the right direction, and their suggestions for dealing with administrative problems are always solicited when needed. Likewise, both have similar tendencies to express opinions, provide instructions, and make decisions regarding training programs for the employees, but poor peer relationships abound. Despite the opportunity for both genders to utilize their abilities and experiences independently, the social status of both genders is not satisfactory. Inferred, both male and female employees perform their jobs under extreme tense conditions, making their lives complicated, difficult, and cumbersome. Similarly, it emphasized that male and female employees rarely receive compensation for hard work and that the amount owed to them does not correlate with the work done. Accordingly, both male and female employees are experiencing the same level of occupational stress in specific areas. However, only powerlessness and group pressure were different.

**Table-2: Mean, SD and significance of occupational stress of employees based on the type of job**

| <b>Occupational Stress</b> | <b>Group</b> | <b>Mean</b> | <b>SD</b> | <b>SED</b> | <b>t</b> | <b>Result</b> |
|----------------------------|--------------|-------------|-----------|------------|----------|---------------|
| Over Load                  | Government   | 17.520      | 3.927     |            |          |               |
|                            | Private      | 18.232      | 4.152     | 0.7377     | 0.9651   | 0.542         |
| Role Ambiguity             | Government   | 10.544      | 2.841     |            |          |               |
|                            | Private      | 11.464      | 3.041     | 0.5372     | 1.712    | 0.13          |
| Role Conflict              | Government   | 15.656      | 3.147     |            |          |               |
|                            | Private      | 15.272      | 2.963     | 0.5579     | 0.688    | <b>0.42</b>   |
| Group Pressure             | Government   | 12.272      | 2.683     |            |          |               |
|                            | Private      | 12.488      | 2.616     | 0.483      | 0.447    | <b>0.56</b>   |
| Responsibility             | Government   | 9.128       | 2.047     |            |          |               |
|                            | Private      | 9.224       | 2.169     | 0.3849     | 0.249    | 0.78          |
| Under                      | Government   | 12.512      | 2.919     |            |          |               |

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|                              |            |        |       |        |       |      |
|------------------------------|------------|--------|-------|--------|-------|------|
| Participation                | Private    | 12.336 | 3.265 | 0.5654 | 0.311 | 0.65 |
| Powerlessness                | Government | 10.080 | 1.869 |        |       |      |
|                              | Private    | 9.592  | 2.196 | 0.372  | 1.312 | 0.19 |
| Poor Peer Relationship       | Government | 11.224 | 2.351 |        |       |      |
|                              | Private    | 11.960 | 2.440 | 0.4374 | 1.682 | 0.09 |
| intrinsic impoverishment     | Government | 11.424 | 2.569 |        |       |      |
|                              | Private    | 11.008 | 3.246 | 0.5343 | 0.779 | 0.48 |
| Low Status                   | Government | 8.080  | 2.388 |        |       |      |
|                              | Private    | 8.584  | 2.562 | 0.4521 | 1.115 | 0.15 |
| Strenuous working conditions | Government | 9.552  | 2.431 |        |       |      |
|                              | Private    | 9.640  | 2.397 | 0.440  | 0.200 | 0.7  |
| Unprofitability              | Government | 5.920  | 1.794 |        |       |      |
|                              | Private    | 6.408  | 1.737 | 0.322  | 1.515 | 0.1  |

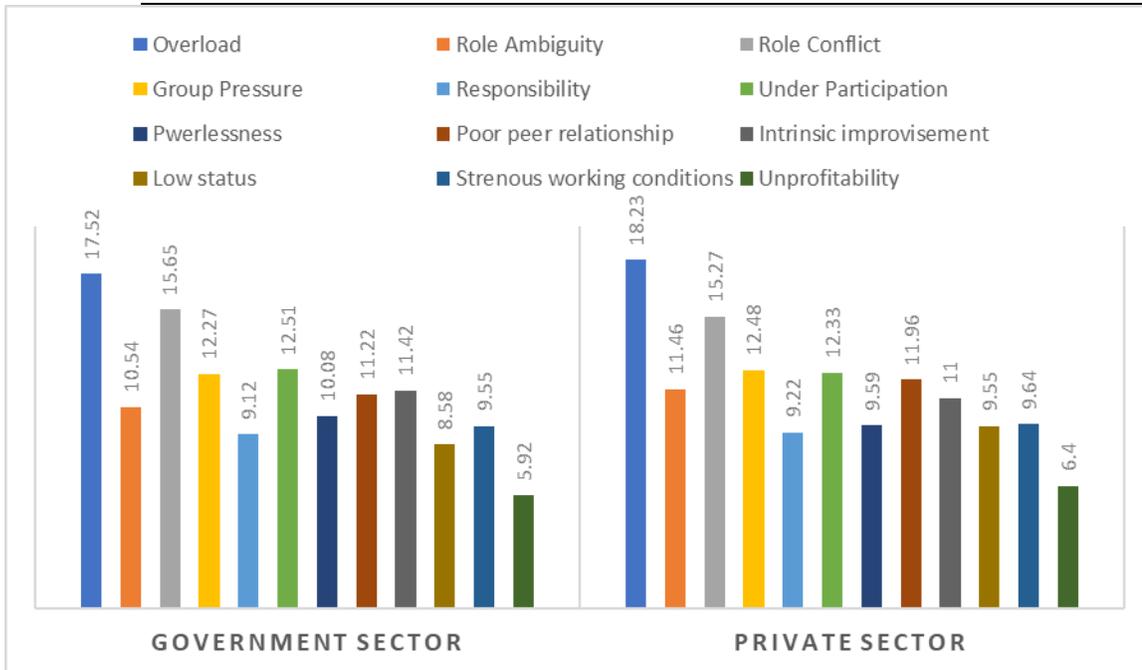


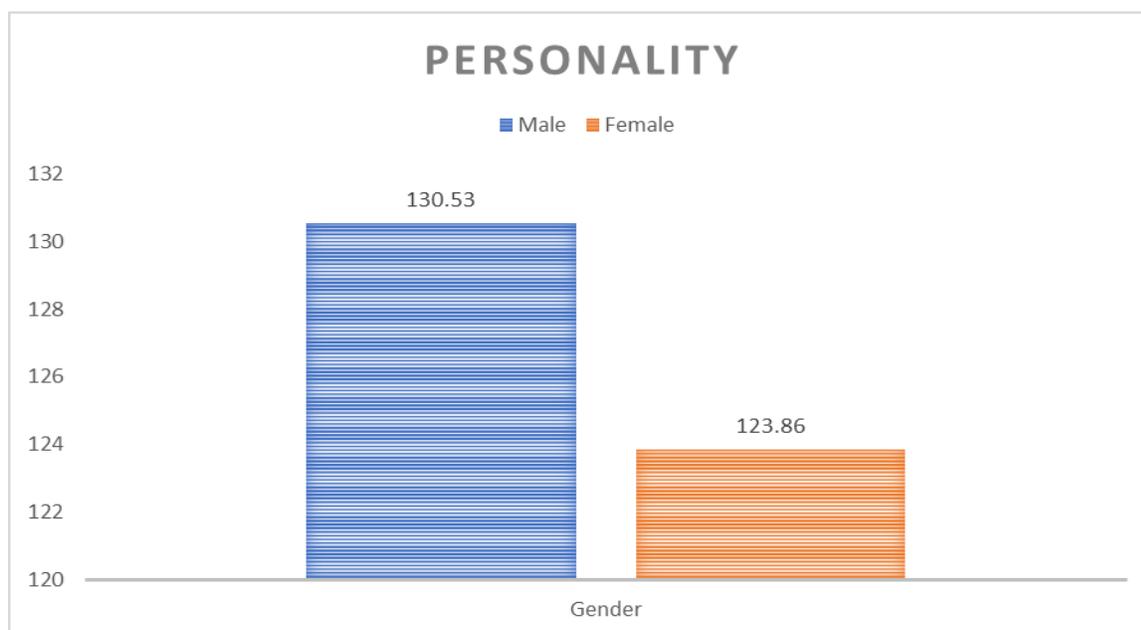
Figure 4: Mean values of occupational stress of employees based on the type of job sector

According to Table-2 and Figure 4, occupational stress was not significantly different among government and private sector employees in all areas. In terms of occupational stress in the areas of overload, role ambiguity, role conflict,

group pressure, responsibility, under participation, powerlessness, peer relationship, group pressure and powerlessness, intrinsic impoverishment, low status, Strenuous working conditions and unprofitability, the Mean+SD values for government employees are 17.52±3.92, 10.54±2.84, 15.65±3.14, 12.27±2.68, 9.12±2.04, 12.51±2.91, 10.08±1.86, 11.22±2.35, 11.42±2.56, 8.08±2.38, 9.55±2.43, 5.92±1.79, and for private sector employees are 18.23±4.15, 11.46±3.04, 15.27±2.96, 12.48±2.61, 9.22±2.16, 12.33±3.26, 9.59±2.19, 11.96±2.44, 11±3.24, 8.58±2.56, 9.64±2.39, 6.4±1.73 respectively. It suggests that occupational stress is also experienced by government and private sector employees alike, just as it is among the levels of stress experienced by males and females. Government and private sector employees are experiencing role ambiguity to an equal degree, plan their work efficiently, and understand exactly what they are expected to do, but are also dealing with high workloads. Further, both sectors' employees experience occupational stress in some areas, including role conflict and inferiority complex. According to the findings, both groups of employee suggestions are taken into consideration, and the suggestions they provide are always solicited when dealing with administrative issues. Both sectors employ employees under extremely complex, challenging, and cumbersome conditions. Furthermore, it also pointed out that the amount paid to the government and private employees does not reflect their efforts. Consequently, both government and private sector employees experience similar levels of occupational stress.

**Table-3: Mean, SD and significance of personality of employees based on the gender**

| Domain      | Gender | N  | Mean   | S.D    | t-value | Sign  |
|-------------|--------|----|--------|--------|---------|-------|
| Personality | Male   | 80 | 130.53 | 102.97 | 0.64    | 0.261 |
|             | Female | 80 | 123.86 | 106.35 |         |       |



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Figure 5: Mean values of the personality of employees based on gender

In Table-3, the significance of employee personalities based on gender is shown. In this study, it is evident that there is no difference in personality between male and female employees. The Mean+SD values of the personality of male and female employees are  $130.53 \pm 102.978$  and  $123.86 \pm 106.35$  respectively. It appears, based on the results, that male and female employees have similar personality characteristics.

Table-4: Mean, SD, Significance of personality of the employees based on the type of job

| Domain      | Group      | N  | Mean   | S.D   | t    | Sig  |
|-------------|------------|----|--------|-------|------|------|
| Personality | Government | 80 | 128.31 | 98.12 | 0.56 | 0.23 |
|             | Private    | 80 | 127.65 | 96.32 |      |      |

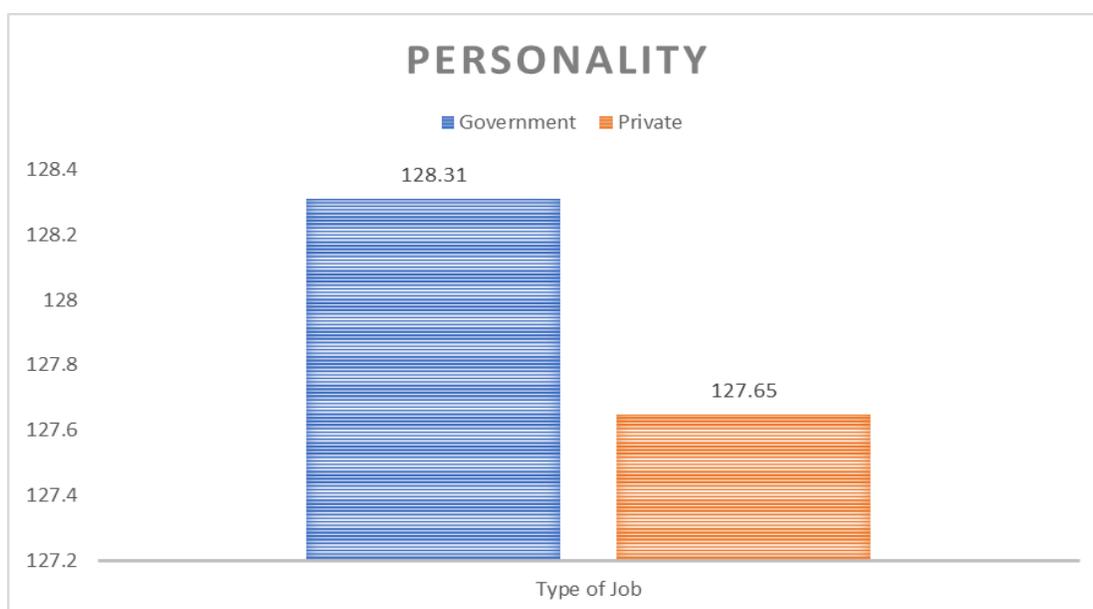


Figure 6: Mean values of the personality of employees based on the type of job

Employee personalities are categorized according to the type of job in Table-4 and Figure 6. In this analysis, it can be seen that Government and private sector employees do not exhibit any differences in personality. According to the analysis, the mean and standard deviation of the personality of government and private employees are  $128.31 + 98.12$  and  $127.65 + 96.32$ , respectively. In accordance with the t-values for personality between employees, the 't' value is 0.56, which is not significant at  $p < .05$  ( $p = 0.23$ ). There is almost no difference in personality between government and private employees, it means they have similar personality traits. In other words, government and private employees share almost similar personalities.

Table-5: Correlation between the personality and occupational stress among the employees

| Item | Personality | Occupational Stress |
|------|-------------|---------------------|
|------|-------------|---------------------|

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|                            |                  |                  |
|----------------------------|------------------|------------------|
| <b>Personality</b>         | 1                | 0.215*<br>(0.03) |
| <b>Occupational Stress</b> | 0.215*<br>(0.03) | 1                |

\*Correlation is significant at 0.05 level

Occupational Stress and Personality are correlated among government and private employees, as shown in table-5. A significant positive correlation exists between Personality scores and Occupational Stress scores at 0.05. This suggests that employees with similar personality characteristics suffer from occupational stress as well. As shown in the above table, there is a significant correlation between personality and occupational stress among employees with an r-value of 0.215 at 0.05 significant levels, which is quite significant.

### CONCLUSION

The objective of this study was to assess personality and occupational stress among government and private employees. Occupational stress and personality factors among government and private employees were investigated using a descriptive survey research design. As a result of the analysis, there is no significant difference between male and female employees regarding occupational stress, and both genders feel the same level of stress at work.

Furthermore, there is no significant difference between male and female employees in Government and Private Sector Organizations when it comes to occupational stress, and employees in Government and Private Sector Organizations have similar levels of stress. Almost all employees have similar personalities and there is no significant difference in personality between men and women. As a result, there is no significant difference in personality between employees in the government sector and those in the private sector and they adopted the same personality traits.

The relationship between personality and occupational stress is significant in both government and private sector organizations. Employees in of both government and private sectors are significantly less likely to experience occupational stress which is correlated with their personality characteristic.

### LIMITATIONS OF THE STUDY

- The study was conducted in Hyderabad and only included male and female employees from different government and private sector companies, such as those in the medical sector, banking, insurance, automobiles, etc. As part of the sample, employees from other fields would have been included.
- In this study, 160 employees from different government and private sectors were included, which makes the sample insufficient to generalize the findings.
- The samples' responses were collected using Google form, but the precise results would have been obtained with personal contact.

### FUTURE SUGGESTIONS

- There is a potential for studies on the mental health, life satisfaction, and psychological well-being of government and non-government employees.
- It is possible to study the spiritual, intellectual, and emotional quotes of government and non-government employees for the purpose of improving their performance.

- It is possible to study the effect of organizational climate on various aspects of employee adjustment.
- The study could be replicated on a larger scale with a more representative population since it was limited to government and private employees throughout the country.

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