STRESS EXPERIENCES OF SENIOR BUSINESS PROCESSING SPECIALISTS OF AIG-BPSI PREMIUMS TEAM: BASIS FOR STRESS MANAGEMENT PROGRAM

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ABSTRACT

Title of the Research: **Stress Experiences of Senior Business Processing Specialists of AIG-BPSI Premiums Team: Basis of Stress Management Program**

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This study is about the stress experiences of Senior Business Processing Specialists of AIG-BPSI Premiums team. It aimed to define the respondents' experiences on stress, which includes the events/situations, their perception, emotional responses (feelings), and coping strategies.

Only the seven (7) Senior Business Processing Specialists of AIG-BPSI Premiums Team were included in this study and they were chosen through purposive sampling.

The descriptive case study approach was employed in conducting the study, which is designed to gather information about present and existing conditions. An interview guide questionnaire was used in gathering information needed in the study. A form was also given out to the respondents in order to gather information regarding their descriptive profile. The researcher gathered

information by interviewing the respondents one by one, which took as much as 30 minutes for each respondent to answer the questions of the researcher.

Findings reveal that most of the events shared by the respondents were social stressors. No one mentioned an event or situation, which could be categorized as an environmental stressor. Most of the respondents perceived stress as a Threat. The respondents had different feelings or emotions towards stress. They had different ways of expressing themselves, depending on the nature on their stress. But, most of the respondents showed feelings of disappointments. Control strategy was the most common strategy that was used by the respondents in dealing or coping with stress. Only a few used escape strategy, and no one used symptom management strategy. It was also seen that there were commonalities in the experiences of the respondents when it comes to their perception, emotional reaction, and coping strategies.

The present study recommends a stress management program which will focus on dealing with social stressors through activities that would modify the perception of the respondents towards stressors so as to produce positive emotional responses towards stress.

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