Chapter – V

Summary
SUMMARY

The present study was planned to ascertain the relationship of Role Stress, Personality Type and Job burnout with Mental Health and Physical Health of working women in Metropolis. In this research Role Stress, Personality Type and Job burnout have been studied as predictor variables and Mental Health and Physical Health as criterion variable.

- Chapter – I of this thesis deals with the basic concepts and review of relevant research literature concerning to the variables taken up in this study. The present investigator made all possible efforts to present explicit explanation of the concepts and their theoretical background of each variable and supported by recent relevant research literature bearing direct or indirect relation with the topic. Keeping in mind the objective of present research 30 research hypothesis were formulated.

- Chapter – II of the thesis contains the Methodological details of the present study. A sample of 300 working women comprising of 100 Nurses, 100 Computer professionals and 100 Secretaries were randomly selected working in big cities viz., Delhi, Noida and Faridabad. The tools used in the study were Organizational Role Stress scale by Pareek (1983), The Job Burnout Inventory developed by Maslach and Jackson (1981), Behaviour Activity Profile – A Type A Measure of personality developed by Matteson and Ivancevich (1982) and The Cornell Medical Index Health Questionnaire (CMIHQ) developed by Wig, Pershad and Verma (1983). Data obtained from the respondents has been analyzed by means of SPSS package. The analysis has been done in two phases. In the first phase of data analysis the correlation coefficients have been calculated to find out the relationship of Role Stress, Personality Type and Job burnout with Mental and Physical Health. In the second phase stepwise multiple regression analysis was done to identify the significant predictor of Mental and Physical Health.
In the Chapter – III results and discussion have been presented systematically in various Tables. In the beginning of this chapter the coefficient of correlation for each predictor variable with criterion variables have been presented in the Tables (3.1 to 3.6). In the second part of this chapter the result obtained by applying stepwise multiple regression analysis have been presented in the Tables (3.7 to 3.86). The major findings of the present study revealed that in the total sample of working women (i) Role Overload and Personal Inadequacy have been found significantly related with Overall Mental Health problems; Role Stress and its five dimensions, i.e., Role Stagnation, Role Expectation Conflict, Role Overload, Personal Inadequacy and Resource Inadequacy are found significantly related to Depression; Inter-role Distance and Personal Inadequacy are found to show positive significant relation with Inadequacy – a dimension of Mental Health; (ii) Personal Accomplishment are observed to be associated positively and significantly with Anger – a dimension of Mental Health. (iii) Role stress and its nine dimensions, i.e., Inter-role distance, Role Stagnation, Role Expectation Conflict, Role Erosion, Role Overload, Role Isolation, Self-role Distance, Role Ambiguity and Resource Inadequacy have been found positively and significantly associated with Physical Health Problems; (iv) Type A behaviour pattern and its two dimensions: Impatience and Hard driving/Competitive have been found to show positive significant relation with Overall Physical Health problems. (v) The Overall Job burnout and did not show significant relationship with overall Physical Health problems but when dimensions wise relationship was examined significant relationship have been observed between Genitourinary system – a dimension of Physical Health and Job burnout and also with its one dimension Depersonalization; The significant relationship is also found between Emotional Exhaustion and Skin; Personal Accomplishment showed positive significant relationship with Frequency of Illness and Habits.
Stepwise multiple regression analysis revealed that (i) Mental Health related problems in case of the total sample of working women predicted by Role Overload, Inter-role distance, Personal Inadequacy, Role Ambiguity, Hard driving/Competitive and Personal Accomplishment. (ii) In Nurses, Mental Health related problems are predicted by Resource Inadequacy, Role Expectation Conflict, Personal Inadequacy and Hard driving/Competitive. (iii) Mental Health related problems in the sample of Computer Professionals are predicted by Role Overload, Role Expectation Conflict, Personal Inadequacy, Role Stagnation, Role Isolation, Type A behaviour pattern and Depersonalization. (iv) In the sample of Secretaries Mental Health problems are predicted by Role Erosion, Personal Inadequacy, Impatience, Emotional Exhaustion, Depersonalization and Personal Accomplishment. (v) Physical Health problems in case of the total sample of working women is predicted by Inter-role Distance, Role Stagnation, Resource Inadequacy, Role Expectation Conflict, Self-role Distance, Role Overload, Personal Inadequacy, Role Ambiguity, Type A behaviour pattern, Impatience, Emotional Exhaustion, Depersonalization and Personal Accomplishment. (vi) In the sample of Nurses Physical Health problems are predicted by Inter-role Distance, Personal Inadequacy, Role Erosion, Self-role Distance, Role Overload and Type A behaviour pattern (vii) Physical Health related problems in case of Computer Professionals is predicted by Overall Role Stress, Resource Inadequacy, Personal Inadequacy, Role Erosion, Role Overload, Role Ambiguity, Type A behaviour pattern, Impatience, Job Involvement and Emotional Exhaustion. (vii) In the sample of Secretaries Physical Health problems is predicted by Resource Inadequacy, Role Stagnation, Role Erosion, Inter-role Distance, Personal Inadequacy, Self-role Distance, Type A behaviour pattern, Impatience, Job Involvement, Depersonalization and Personal Accomplishment.

➢ The Chapter – IV incorporates Conclusion and Suggestions. Overall picture of finding shows that the symptoms of Mental Health problems
are found more among Computer Professional followed by Secretaries. The Nurses were found to show least symptoms of Mental Health. However, the secretaries showed more symptoms of Physical Health problems followed by Computer Professional and the Nurses have shown least symptoms of Physical Health.

Certain suggestions have been given concerning to limitations, avenues for future research and strategies for mitigating health related problems at workplace.