Abstract
ABSTRACT

The Purpose of present study was to examine the relationship of Role Stress, Personality Type and Job burnout with Mental 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.

First Chapter of the thesis of this study consists of the basic concept and review of literature related to the variables considered in this study. The Research investigator of this study has made an attempt to put in the best of efforts to present a varied and explicit explanation of the concepts and theoretical background of each variable and has also attempted to incorporate studies supporting the same by scanning the available research literature bearing direct or indirect relation with the topic. Keeping in mind the objective of present research 30 research hypotheses were formulated.

Second Chapter of the thesis deals with the Methodology of the present study. The sample of women comprises of Nurses, Computer professionals and Secretaries working in big cities i.e. Delhi, Noida and Faridabad. The study was conducted on 300 working women ~100 Nurses (aged 21-46 yrs), 100 Computer professionals (aged 21-37 yrs)
and Secretaries (aged 22-50 yrs). The tools used in the study are 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 developed by Wig, Pershad and Verma (1983). Data obtained from the respondents has been analyzed by means of SPSS package. The analysis has been carried out in two phases. In the first phase of the 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 predictors of Mental and Physical Health.

In third Chapter, results and discussion have been presented systematically in various Tables. In the beginning of this chapter the coefficient of correlation for each predictor variable along with its various dimensions have been presented in the Tables 3.1 to 3.6. In the second part of this chapter the results obtained by applying stepwise multiple regression analysis have been presented in the Tables 3.7 to 3.86. The results obtained from the coefficient of correlation revealed that in the total sample of working women:
• 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 Role 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;

• Personal Accomplishment is observed to be associated positively and significantly with Anger – a dimension of Mental Health.

• 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;

• Type A behaviour pattern and its two dimensions – Impatience and Hard driving/Competitive have showed positive significant relation with Overall Physical Health.

• The Overall Job burnout did not show significant relationship with overall Physical Health problems but when dimension-wise relationship was examined the result revealed significant
relationship 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.

When Stepwise multiple regression analysis was done to identify the predictors of Physical and Mental Health of working group of women in Metropolis. The result revealed that:

- Mental Health problems in case of the total sample of working women are predicted significantly by Role Overload, Inter-role distance, Personal Inadequacy, Role Ambiguity, Hard driving/Competitive and Personal Accomplishment.

- The Role Inadequacy, Role Expectation Conflict, Personal Inadequacy and Hard driving/Competitive emerged as significant predictors of Mental Health problems amongst Nurses.

- In the sample of Computer Professionals significant predictors of Mental Health problems are Role Overload, Role Expectation
Conflict, Personal Inadequacy, Role Stagnation, Role Isolation, Type A behaviour pattern and Depersonalization.

- The Role Erosion, Personal Inadequacy, Impatience, Emotional Exhaustion, Depersonalization and Personal Accomplishment emerged as significant Predictors of Mental Health problems in the sample of Secretaries.

- Physical Health problems in case of the total sample of working women are found to be predicted significantly by Inter-role Distance, Role Stagnation, Role Inadequacy, Role Expectation Conflict, Self-role Distance, Role Overload, Personal Inadequacy, Role Ambiguity, Type A behaviour pattern, Impatience, Emotional Exhaustion, Depersonalization and Personal Accomplishment.

- In the sample of Nurses the significant predictors of Physical Health problems are Inter-role Distance, Personal Inadequacy, Role Erosion, Self-role Distance, Role Overload and Type A behaviour pattern.

- Physical Health problems in case of Computer Professionals are predicted significantly by Overall Role Stress, Role Inadequacy, Personal Inadequacy, Role Erosion, Role Overload, Role
Ambiguity, Type A behaviour pattern, Impatience, Job Involvement and Emotional Exhaustion.

- The Overall Role Stress, 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 have been found significant predictors of Physical Health problems among Secretaries.

The fourth Chapter incorporates Conclusion and Suggestions. An overview of the findings obtained clearly reveals that the Computer Professionals have shown more symptoms of Mental Health problems followed by Secretaries. The Nurses showed fewer symptoms of Mental Health problems. However, the symptoms of Physical Health problems are found more amongst Secretaries followed by Computer Professional. The Nurses have shown fewer symptoms of Physical Health problems.

Certain suggestions have been given regarding the limitations of the present study, new avenues for future research and strategies for mitigating health related problems at workplace. So far as the applicability of the research findings are concerned the employees can be helped in lessening their health related problems by evolving certain
strategies such as introducing educational program to increase employer’s awareness about mental health issues, establishment of employee assistance programs, provision of counseling and early rehabilitation strategies. Also creating awareness among Type A personality people that in what manner they can protect themselves from the dysfunctional aspect of their personality by taking out some time for themselves to refresh such as relax at weekends or have a refreshing vacation and also for management to make such type of person to eased from over working by setting some guidelines on task related division of work, time management policies and non-imposition of strict deadlines for completion of task, creating supportive and congenial work environment, could be possible ways and means in alleviating Physical and Mental Health problems of employees.