ROLE STRESS AND OCCUPATIONAL STRESS AS CORRELATES OF JOB-INVolVEMENT

Abstract

Although psychological literature abounds in studies of occupational stress, there is little reference in the Indian context on stressors outside the organization. The investigation undertaken presents a reorientation of emphasis in the sense that instead of exclusive concern with occupational stressors, an appreciation of extra-organizational stressors, namely social and family, has been kept in mind. More specifically, the thrust of the present investigation is to investigate and isolate the organizational and extra-organizational sources of stress which can predict job-involvement in a variety of different occupational settings. It also takes into account the influence of such demographic variable as age, sex, income and job-tenure on job-involvement. The study assumes added significance because occupational stress and social and family role stress together may have a more profound and crucial influence on the job-involvement of the individual than either type of stress alone.

The nature of the study presumed that social and family role stress, twelve dimensions of occupational stress, age, income and job tenure would be the independent variables
while job-involvement would be the criterion or dependent variable. The sample consisted of 340 employees from four organizations namely educational institutions, nationalised banks, medical college hospital, and telephone exchange. These four professional groups were chosen to find out whether the stressors were specific to the nature of the job or they had a common link across the professions.

Design of the Study

The focal aspect of the present investigation, as stated earlier, was to determine the extent to which job-involvement of an employee is influenced by occupational stress, social and family role stress, and a set of demographic variables namely age, sex, income and job tenure. In other words we were interested in ascertaining the predictors of job-involvement for various occupational groups and answer such questions so as to find out:

1) the prevalence of occupational stress and social and family role stress among teachers, telephone operators, nurses and bank cashiers/clerks and the extent to which they influence job involvement.

2) the influence of demographic variables on job-involvement of the above mentioned groups.

3) the extent of which men and women differ on job involvement.
Major Findings and Suggestions

Standard Multiple Regression Analysis was conducted to determine the predictors of job involvement. It was found that:

1. For the overall sample social and family role stress, role ambiguity, political and group pressures, poor-peer relations, intrinsic impoverishment, income and job tenure emerged as the predictors of job involvement.

2. For men teachers, social and family role stress, political and group pressures, under-participation, strenuous working conditions, unprofitability, age and income contributed to the prediction of job involvement.

3. For women teachers none of the IVs emerged as the predictor of job involvement.

4. For men operators four dimensions of occupational stress namely role ambiguity, responsibility for persons, powerlessness and unprofitability exerted significant influence on job-involvement.

5. For women operators, the F-value was found to be significant which indicates that the IVs as a whole exert significant impact on the D.V. But further analysis revealed insignificant t-values.

6. For the nursing staff, intrinsic impoverishment emerged as the predictor of job-involvement.
7. For the fourth professional group that of bank cashiers/clerks, poor-peer relations contributed to the prediction of job-involvement.

One of the objectives of the study was to determine the extent to which men and women differ on job-involvement. This was determined by making inter-group comparisons on job involvement by applying Duncan's Multiple Range Test. It was found that the group of nurses exhibit higher job involvement followed by women teachers and women operators.

It emerges from our investigation that occupational as well as social and family role stress both are predictive of job involvement. Therefore intervention strategies taking into account both these dimensions must be evolved. Family counselling, employee counselling, time management skills, removal of role ambiguity are some of the measures that can be undertaken. Investigations involving larger samples and more diversified groups should be conducted to present a more comprehensive and holistic picture.