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REVIEW OF LITERATURE
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2.1 INTRODUCTION:

Today man has been able to make impossible things possible. Today it has become almost very easy to obtain information regarding anything. In the olden days the information of reference nooks was very difficult. Today due to computer revolution the information of reference books is on the tips of the fingers. In short it has become quite easy.

In the research work due to previous study regarding has become very much useful. Previous study is a land mark for present research work. Through e-journals the information regarding study and the researches carried out in various subjects has become within reach. The researcher tries to find out the integral reference literature. They want to know how, where and when the research was carried out. Thus the study of reference literature is very much important. The following things are necessary to know.

2.2 IMPORTANCE TO STUDY OF REVIEW OF LITERATURE:

For any study reference literature is a large sphere. It portrays necessary picture of research problem. It is necessary to understand ‘thoroughly’ how important reference literature is! Without clearly understanding its aims and objectives research work cannot be carried out effectively.

The mystery of our cultural development is hidden in reference. To attain the aims of reference, the doors of knowledge is always open and it yields good results (Raval 2003).

Water R. Burg says, “The reflected literature in any field forms the foundation on which all future work will be built”.
It is necessary to study the previous research work to clearly understand the purpose of research, its limitations etc. Related study of literature plays important role in making the researcher understand the real method of research.

Reference literature levels to development and progress in any field of life. No academic research is carried out in vacuum. Other’s principles, ideology become our path-leaders. We learn from others too. The researchers have thoroughly gone through the study of the previous reference literature and have prepared summary.

2.3 THE SPECIALITY OF PREVIOUS RESEARCHES :

2.3.1 The scientific value of previous research :

Many times previous researches have been most useful, helpful and path-showing for the researcher. In experienced researches are under illusion that they are carrying out their own original research. But their illusion is shattered through reference literature. It educates new researcher regarding various process of research. It gives not only intellectual information but it educates him regarding right decisions, possible faults and mistakes. The researcher is warned against all weak points. He learns many things from previous researches.

Previous research provides related factors, variables and distinct information. Research means to fill in the gaps in previous knowledge. It informs the researcher regarding the depth of the study and related literature.

When the researcher studies his subject of research he receives knowledge regarding his subjects and through reading literature guides him on the right path.
New knowledge is obtained from the subject in whom some work is carried out. No research is carried out in vacuum. It emerges from the past research. The researcher becomes firm in his research and this strengthens his ideology. The area in which the researchers is carrying out his research, it may happen that some research has already been carried out in that area, then different new types of work can be done.

Is the repetition required? One can know about it. If there are some defects remained in it, they can be removed through attempts. The researcher pets guidance for his each process. Previous researches are helpful to a researcher to set his research. Previous conclusions too are helpful and useful to him. He can use them for society.

2.3.2 Usefulness of previous research:

The research work is not completed only by presenting previous researches. The previous researches should be thoroughly studied and its details should be presented. Previous research motivates the researcher e.g. if the doubt arises in the conclusion of previous research, then the researcher is motivated for new research. For deeper scrutiny and more surety new researches are carried out. Due to limited fields study is carried out in limited fields only. If another new field is selected and taking new topic, new fresh research is undertaken then only new conclusions are possible. ‘New work in the same area’ is a matter of motivation. Repetition in the same area is advisable or not be known. Labour, money and time should be wisely utilized so previous study should be minutely examined. In previous research the result might have been contradictory to the proposal of the researcher. For clarification new research is carried out. And through new conclusions different problems can be solved and clarified. New research bearing new attitude is carried out.
2.3.3 Previous researches can be challenged:

May researches were undertaken during 1930 and 1940 regarding the impact of social norms on behaviour. It was generalized that a person behaves according to social norms. Social norms influence his decisions. When a person is in the peer group he is influence by group. Aesh, the researcher challenged the above statement of Sherif. Aesh suspected the methodology and said that there was more influence of experiment process than group. The subject had to give decision regarding the progressiveness of the points of light kept in darkness. Aesh said that the subjects found it difficult to give any decision. Here individual will not follow his group and give his decision. He can give individual decision. Aesh challenged the research of sheriff. Aesh found that there was no influence of group on 2/3 decisions. While the influence of group was continued on 1/3 decisions.

2.3.4 Previous research can be made more clear through current research:

Previous research is evaluated and results are obtained but sometimes the process is not clear. More explanation of the process is required. Various components are inter-related on the result of the research. Which component is responsible for result is difficult to say, hard to decide. When there is ambiguity of this type new research is undertaken and it is possible to find out which component is responsible for result.

2.3.5 Repetition can be carried out:

Any research can be repeated. Previous research and its method can be altered once again research can be undertaken. At that time previous research is useful. Previous research is deeply studied.
2.3.6 The conclusion of previous research and its relation is studied:

The aim of repetition in research is to test the original research. Its aim is not to improve or change the formation of research. The main aim is to test the conclusion of previous research. New research is carried out for this purpose.

The researchers of social science took interest in this matter. This type of attitude affects mutually. In one research it was examined whether there is any change in the mentality of people regarding the Americans, if the foreigners live in America. The conclusion was that due to this type of contact there was remarkable change in the mentality of foreigners regarding the Americans.

2.3.7 To know the causes of the results beyond expectations:

The results of any problem may be a failure. Due to this result research is motivated.

Harlow and his companions did practical research on the baby monkey to know the effect of absence of love. The proposal was that ‘If the baby monkey is kept away from mother’s love it develops soft psychological disorder’. In the childhood such baby monkeys were brought up by artificial mother. Yet according to Harlow they did not suffer from any such psychological disorder. The result was beyond Harlow’s expectation.

In another research the baby monkeys were kept away from other monkeys. It was not expected that they will develop mental disorder and it will influence their behaviour. When these baby monkeys matured some soft mental disorder characteristics appeared in their behaviour. In these two researches the result was beyond the expectations of researchers. This motivates many new researches (Shah-2000).
In short, select clear method for problem. Refer the previous researches and know about the planning of research. Many researchers have undertaken important researches regarding various Job stress and Job satisfaction. The essence of some important researches is given here.

2.4 REVIEW OF LITERATURE:

A review of literature is an important prerequisite for actual planning and then execution of any research work. The research workers need to acquire up-to-date information of what has been thought and said in particular areas so that they can derive benefit from the work of their predecessors.

2.4.1 REVIEW OF JOB STRESS:

Bushara, Bano and Rajiv Kumar Jha, (2012), “Organizational Role Stress Among Public and Private Sector Employees: A Comparative Study”, The Lahore Journal of Business 1:1 pp. 23–36. The aim of this study is to explore the differences in job-related stress, if any, between public and private sector employees, based on ten role stressors. It also examines the role of demographic variables on the stress levels of both public and private sector groups. Our methodology entails a survey of 182 public and 120 private sector employees in Uttar Pradesh, India, whose responses are measured according to an occupational role stress scale. We also use secondary data provided by the literature review. The sample was collected through convenience sampling. On applying the t-test and ANOVA test to the data, we find that both public and private sector employees face moderate levels of stress. While there is no significant difference overall between public and private sector employees in terms of total stress levels, certain individual stressors—such as work experience and educational
qualifications—do yield differences. The major limitation of this study is that it was conducted in Uttar Pradesh alone, while the work culture of organizations other than in Uttar Pradesh may be different.


Background: Workers who are stressed are also more likely to be unhealthy, poorly motivated, less productive and less safe at work. Their organizations are less likely to be successful in a competitive market. Stress at work can be a real problem to the organization as well as for its workers. Aims: To study the socio-demographic aspect of un-organized workers and Psychological stress among them. Design and Setting: Cross-sectional study was conducted at construction site of Sumandeep Vidyapeeth during December-January 2012.

Methods: Study included all 103 workers (45 male, 58 female) working at study setting. For data collection researchers were used instrument “The Stress Inventory Scale designed and developed by Gerard Hargreaves from the stress Management: The Essential Guide to Thinking and Working Smarter” for the measures of results in the present study. Results: Overall Mean score on stress level was 53.53 ± 9.305 (95% CI 51.72 to 55.62) where in Male and Female participants, it was 51.69 ± 9.803 (95% CI = 48.72 to 54.89) & 54.93 ± 8.7 (95% CI = 52.5 to 57.37) respectively. Almost 35.8% participants had “extreme high level stress” and 40.7% participants had “high level stress”. Conclusion: Workers who are working in unorganized sectors have moderate to extreme level of stress. Organizational culture is one of the key factors in determining how successful an organization will be in managing work stress.
Eres, Figen and Tatjana, Atanasoska (2011), “Occupational Stress of Teachers: A Comparative Study Between Turkey and Macedonia”, International Journal of Humanities and Social Science Vol. 1 No. 7, p.p. 59-65. The aim of the study is to determine the stress level of Turkish and Macedonian teachers living in different socio-cultural and economic situations. The scale used in the study has been developed by researches. 416 Turkish teachers and 213 Macedonian teachers have participated in the study. At the end of the study it was seen that Turkish teachers have mild stress levels and Macedonian teachers have moderate stress levels. There is a meaningful difference in the stress level points of Turkish and Macedonian teachers. Policy makers are advised to analyse the teacher training and assessment system with the assumption that personal and social characteristics and working conditions may have an effect on teacher stress. Implications for further research are also discussed.

Elaine conducted a research on Vocational Teacher stress and internal characteristics. The purpose of the study was to examine the relationship between identified teachers’ internal characteristics (role preparedness, job satisfaction, life satisfaction, illness symptoms) and stress in vocational teachers. The major findings of the study indicated that role preparedness, illness symptoms, self-esteem was found to be significant contributors in explaining vocational stress. Vocational teachers who feel unprepared or incompetent in their teaching occupation encounter stress. Vocational teachers who are often compelled to ask others for a job-related assistance experience stress. Those teachers who are unable to adapt quickly to changes in the work environment exhibit higher stress level. Teachers with high self-esteem were found confident in their teaching occupation.
Malikeh, Beheshtifar and Rahele, Nazarian, (2013) “Role of Occupational Stress in organizations”, Interdisciplinary journal of contemporary research in business , Institute of Interdisciplinary Business Research, VOL 4, NO 9, p.p. 648-657. Healthcare sector are exposed to considerable occupational stress and have little access to stress management facilities. Occupational stress has become an important topic for study of health sector for several reasons. Occupational stress is not an objective phenomenon. It is predominantly subjective in nature, and involves the employee"s active interpretation of his or her objective circumstances. Occupational stress is the perception of a discrepancy between environmental demands (stressors) and individual capacities to fulfill these demands. Several studies have shown that occupational stress can lead to various negative consequences for the individual and the workplace. Consequences of occupational stress can be grouped into those on individual and those on organizational level. On the individual level, there are three main subgroups of strains such as Unwanted feelings and behavior, Physiological diseases (poor physical health), and Psychological diseases (poor emotional (mental) health). On the organizational level, consequences of occupational stress can be grouped into two major subgroups: Organizational symptoms, Organizational costs. There are some suggestions such as: organize a stress management program that focuses on different employee at all hierarchical level, and undertake stress audit at all levels in the organization to identify stress area improving conditions of job and alleviating job stress. Also, there is need to conduct further research which will give a holistic view on the true nature, complex sources and effects of occupational stress in health sector.
Azzem, Ozkan and Mahmut Ozdeve, (2013), “The effects of occupational stress on burnout and life satisfaction: a study in accountants”, Qual Quant (2013) 47:2785–2798. The aim of this study is to determine the impact of occupational stress on burnout and life satisfaction in accountants. The study deals with burnout from three dimensions: emotional exhaustion, lack of personal accomplishment and depersonalization. Certain hypotheses were developed according to a model. These hypotheses mainly measure the negative impact of occupational stress on life satisfaction and its positive impact on burnout. In order to test these hypotheses, a study was conducted in 217 accountants in the city of Kayseri in Turkey. On the research revealed that occupational stress has a negative impact on life satisfaction, while it has a positive impact on the three dimensions of burnout listed above. Based on these results, the study argues that occupational stress is an important factor in determining the life satisfaction and burnout levels of accountants. Finally in this study, some limitations and recommendations are presented for the researchers of future studies.

Madya and Azizi Haji Yahaya, (2009), “Occupational stress Among Technical teachers In Technical School in Johore, Melacca and Negeri Sembilan”, Faculty of Education, University of Technology Malaysia. 81100 Johor Bahru, Johor Darul Takzim., p.p. – 9-17. This study investigated factors that contributed stress and the level of occupational stress among the technical teachers who are currently teaching in technical schools in Johore, Malacca and Negeri Sembilan. There were five teacher stress sources that included in this study: pupil misbehaviour, teacher workload, time and resources difficulties, interpersonal relationships, and recognition. A total of 92 teachers (N = 92) from nine technical schools in three states, which are Johore, Malacca and Negeri Sembilan were choosed randomly to
represent the population by using the cluster over cluster method. The instrument for this study was adapted from the Teacher Stress Inventory constructed by Boyle, Borg, Falzon and Baglioni (1995) and had been modified by Mokhtar (1998) and Mazlan (2002). A pilot survey was done among 20 technical teachers in a technical school in Johore Bahru. The alpha cronbach for the instrument in this study was 0.982. The data were analyzed using both descriptive (mean, frequency, and percentage) and inferency (Independent t-Test, Pearson Correlation, and One Way ANOVA) methods. Data analysis indicated that the overall stress level of respondent was moderate. Among the five stressors, pupil misbehaviour was the strongest determinant of teacher stress with a mean of 3.67. Other factors were teacher workload (mean = 3.00), time and resources difficulties (mean = 2.97), recognition (mean = 2.90), and interpersonal relationships (mean = 2.85) respectively. The workload and other factors had caused a moderate stress on the respondents. The results indicated that there was no significant difference of work stress among the respondent based on gender, marriage status, and highest academic qualification. Furthermore, the results were failed to indicate a significant correlation between teacher stress and demographic factors such as age, length of teaching experience, and the respondents’ monthly salary. (Keywords: Occupational, stress, Technical teachers, Technical School pupil misbehaviour, teacher workload, time and resources difficulties, interpersonal relationships, and recognition)

Nina, Poloski, (2012), “Individual differences and occupational stress perceived: a Croatian survey”, Faculty of Economics and Business, University of Zagreb, p.p.-2-15. Apart from elaborating the concept of occupational stress (through its definition, sources, consequences, ways of dealing with it, and it’s relationship with individual differences), the research had two objectives: (1) to measure
occupational stress levels among different categories of employees working in Croatian enterprises, and (2) to study and analyze stress in Croatia in relation to individual differences (gender, age, marital status, parenthood, number of children, hierarchical level, department, and working hours). The greatest level of stress perceive respondents who have three or more children, who are more than 50 year old, and those employed in marketing, at middle levels or in procurement, while the lowest level of stress perceive employees younger than 30 years of age, those employed in HR, finances and production, and parents of one child. Concerning the relationship between individual differences and levels of stress experienced, although the cross-sectional design of the study does not allow for causal interpretation of relationships found, findings suggest that there is a connection between age, marital status, parenthood, number of children and hierarchical level, and the way stress is perceived, while gender, department and working hours are not connected to it. The research integrated a broader set of antecedent variables which enable a better understanding of the demographic and work factors that lead to occupational stress. That should subsequently help managers understand a greater proportion of the variance of employees’ satisfaction, performance and turnover, and help them better deal with it.

Christina, Mann Layne, (2001), “The relationship of occupational stress, psychological strain, and coping resources to the turnover intentions of rehabilitation counselors”, Ph.D thesis, p.p. 1-100 The Occupational Stress Inventory Revised Edition (OSI-R) and an Individual Data Form were used to determine the turnover intentions of rehabilitation counselors based on an interactive model of stress, strain, and coping. Occupational stress, strain, coping resources, and turnover intentions were examined in relationship with various
demographic variables collected from a national sample of 982 members of the American Rehabilitation Counselors Association (ARCA). Demographic variables included age, gender, ethnicity, certification status as a Certified Rehabilitation Counselor (CRC), years of experience, practice setting, the number of clients on a counselor’s caseload, and the amount of hours worked per week. Data were collected through a mail survey, with a response rate of 67% (N = 657). However, of those respondents only 22% (N=145) had complete data and met the inclusion criteria. Inclusion criterion consisted of considering oneself to be employed full-time as a practicing rehabilitation counselor. Based on the usable data (N=145), respondents were on average 44 years old and Caucasian, with 63% being female. Over half of the respondents were certified as rehabilitation counselors, with an average number of nine years of certification. The average number of years of experience as a rehabilitation counselor was approximately ten and respondents worked an average of 45 hours per week with an average caseload size of 88 clients. Path analysis was used to analyze causal relationships among turnover related variables. The hypothesized model included age, experience, number of clients on a caseload, occupational stress, strain, coping resources, and turnover intention. The tested model explained 37.5% of the variance in turnover intentions. The results suggest that the turnover intentions of rehabilitation counselors are meaningfully accounted for by variables contained in the model. Occupational stress produced the largest significant effect (B=.404) and had the most influence on turnover intentions. This indicates that it is occupational stress inherent in the job functions of rehabilitation counselors, and not individual coping resources or demographic variables that account for turnover in the field of rehabilitation. Therefore rehabilitation agencies should examine the
roles that they place rehabilitation counselors in versus the individual characteristics of rehabilitation counselors in order to reduce turnover in the field.

**Surinder, Kaur (2011), “Comparative Study of Occupational Stress among Teachers of Private and Govt. Schools in Relation to their Age, Gender and Teaching Experience”, International Journal of Educational Planning & Administration. ISSN 2249-3093 Volume 1,, pp. 151-160** Today’s life is full of challenges. In everyday life we come across many situations. The work of a teacher is a physically and mentally challenging. A teacher needs to use a lot of energy in his daily chores in the classroom coupled with his personal and family commitments. This trend which is a routine for a teacher forwards a lot of stress to the teacher. More than ever before work is not seen as the root of infinite satisfaction and fulfillment, but rather a source of stress, discontentment and humiliation. This increase negative orientation to work is probable due to the fact that man no longer finds meaning or a sense of him/herself in the community or as Freud (1962) ones suggested, but which does not seen to exist today, his work at least gives him a secure place in a portion of reality in the human community. It is because of the dramatic changes that have taken place in society over the last decade or two that work and life stress have become more immediate focal points of interest. This interest has reflected itself in an ever increasing research orientation into occupational stress, the impact of life events, and stress with a burgeoning and desperate range of investigations being undertaken into the sources and manifestation of stress, it was felt that we should ‘step back’ and reflect on what should or needs to be done, that is to focus on priorities or issues or problem areas of importance.
Azman, Ismail and others, (2009), “Relationship between Occupational Stress and Job Satisfaction: An Empirical Study in Malaysia”, The Romanian Economic Journal, Year XII, no. 34, pp. 3-30 This study was conducted to measure the effect of occupational stress on job satisfaction using 80 usable questionnaires gathered from academic employees in private institutions of higher learning in Kuching City, Malaysia. Exploratory factor analysis and confirmatory factor analysis were used to assess the survey questionnaire data and found that the measurement scales met the acceptable standards of validity and reliability analyses. Next, a stepwise regression analysis was used to test the research hypotheses and the outcomes of this regression analysis showed two important findings: first, physiological stress significantly correlated with job satisfaction. Second, psychological stress insignificantly correlated with job satisfaction. This result demonstrates that level of physiological stress has increased job satisfaction, and level of psychological stress had not decreased job satisfaction. Further, the study confirms that occupational stress does act as a partial determinant of job satisfaction in the stress models of the organizational sector sample. In addition, implications and discussion are elaborated.

analytical study of working women of Ludhiana city’ was undertaken with the objectives to know socio personal characteristics of selected categories of working women and their families; to examine working conditions of selected categories of working women and to analyses the impact of occupational stress on home environment as perceived by selected respondents. The study was conducted in Ludhiana city and a total sample of 150 respondents was selected from three categories of working women namely; doctors, university teachers and bank employees with 50 respondents in each category. Results showed impact of stress on house care and up keep as “pay full attention towards orderliness in home” scored maximum and “my dependency on servants has not changed” scored minimum. Impact of stress on social and leisure life revealed that “going out on holidays” scored maximum and “enjoy meeting social obligation” was least preferred. Impact of stress on miscellaneous work showed that maximum scoring statement was “pay attention towards bill payments, cheques, deposits etc. and least scoring statement was “keeping an eye over kitchen needs is easy for me”.

Elaine, Adams, (1999),“Vocational Teacher Stress and Internal characteristics”, Journal of Vocational and Technical Education, pp. 1-10 Stress in teachers has been a topic of much discussion over the years. Unproductive levels of stress might be harmful to teachers and can affect their teaching, personal lives and, most importantly, their students. Internal characteristics were found to be one of the most important sources of teacher stress. This study analyzed six internally related characteristics: role preparedness, job satisfaction, life satisfaction, illness symptoms, locus of control, and self-esteem. Data were collected from two samples of vocational teachers in a southeastern state, and a multiple regression model was
used to examine the role of these internal characteristics in explaining vocational teacher stress. This regression model was successful in explaining approximately 55.75% of the variance in vocational teacher stress. The most important internal characteristics in explaining vocational teacher stress were found to be illness symptoms, self-esteem, and role preparedness.

Mostert, F.F., and others, (2008), “Outcomes of occupational stress in a higher education institution”, Southern African Business Review Volume 12, pp. 102-127. The objectives of this study were to determine the occupational stressors for support staff at a higher education institution in the North West Province and to investigate the relationship between occupational stress, ill health, organisational commitment and organisational outcomes. An Organisational Screening Tool (ASSET) and a biographical questionnaire were administered. The results showed that, compared with normative data, support staff overall demonstrated average levels of occupational stress. However, Job Control, Resources, Communication and Work Relationships were found to be problematic stressors that mainly influenced organisational commitment. The prediction of losses suffered by the higher education institution due to absenteeism, presenteeism and turnover intention indicate that occupational stress is costly to the institution.

participants, 59% were female, mean age was 35.4, and average length of intervention was 7.4 weeks. The overall weighted effect size (Cohen’s $d$) for all studies was 0.526 (95% confidence interval 0.364, 0.687), a significant medium to large effect. Interventions were coded as cognitive–behavioral, relaxation, organizational, multimodal, or alternative. Analyses based on these subgroups suggested that intervention type played a moderating role. Cognitive–behavioral programs consistently produced larger effects than other types of interventions, but if additional treatment components were added the effect was reduced. Within the sample of studies, relaxation interventions were most frequently used, and organizational interventions continued to be scarce. Effects were based mainly on psychological outcome variables, as opposed to physiological or organizational measures. The examination of additional moderators such as treatment length, outcome variable, and occupation did not reveal significant variations in effect size by intervention type.

Rubina, Kazmi, Shehla Amjad, Delawar Khan, (2008), “Occupational stress and its effect on job performance a case study of medical house officers of district Abbottabad”, J. Ayub Medical College Abbottabad 2008;20(3), pp. 135-139. Background: Doctors especially house officers are under a great deal of stress related to a variety of occupational stressors. Occupational stressors contribute to organizational inefficiency, high staff turnover, absenteeism due to sickness, decreased quality, and quantity of practice, increased costs of health care, and decreased job satisfaction. One of the organizational outcomes that affected by occupational stress is job performance. The purpose of the present study was to investigate the effect of job stress on job performance. Methods: The universe of the study is District Abbottabad and the complete population of house officers was targeted.
which were present at that time were 55. The data obtained through questionnaire was analyzed using the statistical methods including descriptive statistics, Spearman’s correlation and multiple regression. **Results:** The analysis showed strong support for the hypothesis that there is an inverse relationship between job stress and job performance indicating that there is high job stress in the house officers, resulting in low job performance. **Conclusion:** Correct stress management should start from improved health and good intrapersonal relationships. The prevention and management of workplace stress requires organizational level interventions, because it is the organization that creates the stress. Success in managing and preventing stress will depend on the culture in the organization. A culture of openness and understanding, rather than of criticism, is essential. Those house officers who had high level of job stress had low job performance. All the factors affected male house officers more than the female house officers.

Moustaka, Eleni and others, (2009) “Research in occupational stress among nursing staff - a comparative study in capital and regional hospitals”, Director of Health and Environmental Protection Laboratory, Medical Department of Thrace Democritus University, pp. 79-84. **Background:** In European Union, occupational stress is second in frequency as a health problem related with occupation affecting 28% of employees. Occupational stress is a psychosocial risk factor in occupational field and it is present when occupational demands overcome the ability to address or control the situation. **Objectives:** Research of occupational stress in the nursing staff of a General University Hospital of Athens and identification of any differences in factors related with stress in both samples under investigation. **Thesis plan:** The population sample consisted of nurses and nursing assistants working in a General University Hospital of Athens and a regional
General University Hospital. **Participants:** The study sample consisted of 140 nurses and nursing assistants, selected with a randomization technique. **Methods-Results:** In order to collect the scientific data we used the following methods: 1) The occupational stress scale of Kahn et al (1964). 2) A general information questionnaire. The statistical tool SPSS Version 15 was used for analysis. According to the findings of the present study, nurses suffer from occupational stress without any significant differences between the two samples. Increased work overload and conflict between professional and family roles contribute to the development of stress. **Conclusions:** The evaluation of occupational conditions and the search for factors which potentially harm employees’ health is essential for effective prevention. Preventing occupational stress and occupational health in general, as well as dealing with safety hazards should be an integral part of management policies and of provisional and safeguarding procedures for improvement of health care quality.

**Hsiow, Ling Hsieh, and others, (2004), **“Work stress and job performance in the hi-tech industry: a closer view for vocational education”, *World Transactions on Engineering and Technology Education, Vol.3, No.1, pp. 147-150.* The purpose of the present study is to investigate the relationship of work stress and job performance among hi-tech employees and discuss its relevance to vocational education. The authors targeted the top 1,000 companies in the hi-tech industry from the electron, semiconductor, information and communications fields in Taiwan. The study results indicate that the mean value of perceived work stress was lower than average, and that the variables of gender, age, education, department, position and workplace accounted for the differences in work stress levels. It was also found that the mean value of self-reported job performance was
higher than median, and that the variables, such as age, department, position, marriage, workplace and salary, influenced employees’ different job performance levels. Furthermore, there was a significant negative correlation between work stress and job performance. It was found that job performance could be predicted by work stress levels; however, an appropriate level of work stress could also promote employees’ job performance. After gathering the major findings and inferring conclusions in the article, the authors provide some suggestions that can promote vocational education.

Mahommad Z, and others, (2005) University of Dhaka, Bangladesh, “A comparative study of job satisfaction of the senior male and female executive in Bangladesh” Journal of Business Research, Vol. 7, June 2005. The study on job satisfaction of the senior level executives of Bangladesh showed that other than work it there is not many strong motivating forces present to satisfy the executives. Both male and female executives have confirmed that their companies recognize their good works and they are also clear about the goals of their organizations. It is noted that there is hardly any gender difference regarding job satisfaction, even though, there is less scope of promotion possibility in most of the organizations. Both male and female executives expressed relatively higher level of agreement about their liking of coworkers and enjoying their jobs and company, suggesting less sex discrimination, though they mildly agreed that there is bickering and fighting at work. Regarding satisfaction on benefits received the male executives are found somewhat less satisfied compared to the female executives. Interestingly enough both the groups have indicated that there are benefits, which they don’t enjoy at present, but they should have those benefits in future and should be given more frequently than the current practice. It is noted that there exists red-
tapiasm in the organization. Both the groups preferred to choose an indifferent view on their opportunity for advancement and payments received from the company. A higher level of agreement on the part of male executives on good communication in their organization may be explained by the fact that because of social and cultural reasons female executives may not enjoy easy and direct communication access compared to their male counterpart even in the office set up.

Rohani Salleh, Mishaliny Sivadahasan Nair, and Haryanni Harun, (2012), World Academy of Science, Engineering and Technology “Job Satisfaction, Organizational Commitment, and Turnover Intention: A Case Study on Employees of Retail Company in Malaysia” High employee turnover rate in Malaysia’s retail industry has become a major issue that needs to be addressed. This study determines the levels of job satisfaction, organizational commitment, and turnover intention of employees in a retail company in Malaysia. The relationships between job satisfaction and organizational commitment on turnover intention are also investigated. A questionnaire was developed using Job Descriptive Index, Organizational Commitment Questionnaire, and Lee and Monday’s turnover intention items and data were collected from 62 respondents. The findings suggested that the respondents were moderately satisfied with job satisfaction facets such as promotion, work itself, co-workers, and supervisors but were unsatisfied with salary. They also had moderate commitment level with considerably high intention to leave the organization. All satisfaction facets (except for co-workers) and organizational commitment were significantly and negatively related to turnover intention. Based on the findings, retention strategies of retail employees were proposed.
Anitha, R. (2011), A Study on job satisfaction of paper mill employees with special reference to Udumalpet and Palani taluka, Associate professor, Department of Management, Sasi Creative School of Management, Coimbatore, Tamilnadu, India. Job satisfaction is a general attitude towards one’s job, the difference between the amount of reward workers receive and the amount they believe they should receive. Employee is a back bone of every organization, without employee no work can be done. So employee’s satisfaction is very important. Employees will be more satisfied if they get what they expected, job satisfaction relates to inner feelings of workers. As Udumalpet and Palani Taluk are famous for paper industries, the main aim of this study is to analyze the satisfaction level of paper mill employees. Chi-Square test and percentage analysis have been used in this study to analyze the job satisfaction of paper mill employees in Udumalpet and Palani Taluk. The study shows that only 44% of the employees are satisfied with the working conditions, 31% of them with the welfare facilities, 44% of them with the accident compensation, and 42% of them are satisfied with the rewards provided and 52% of them are satisfied with the grievance handling procedure. The organization may give importance to certain factors such as Canteen, rest room facilities, rewards, recognition and promotion policy so that satisfaction of the employees may be improved further.

Gupta, Shobhna and Pannu, Hartesh, (2013), A Comparative Study of Job Satisfaction in Public and Private Sector, Department of Management, Chandigarh Business School, Landran, Mohali, India. Job satisfaction is a set of favorable or unfavorable feelings with which employees view their work. It is a worker's sense of achievement and success and is generally perceived to be directly linked to productivity as well as to personal wellbeing. The happier people are
within their job, the more satisfied they are said to be. Job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. Job satisfaction can be influenced by a variety of factors, e.g., the quality of one's relationship with their supervisor, the quality of the physical environment in which they work, degree of fulfillment in their work, etc. Job satisfaction further implies enthusiasm and happiness with one's work. Job satisfaction describes how satisfied an individual is with his or her job. Job satisfaction is not the same as motivation, although it is closely linked, but satisfaction includes the management style and culture, employee involvement, empowerment and autonomous work groups. Job satisfaction is a very important attribute which is frequently measured by organizations. The most common way of measurement is the use of rating scales where employees report their reactions to their jobs. Questions related to rate of pay, work responsibilities, variety of tasks, promotional opportunities the work itself and co-workers. For the organization, job satisfaction of its workers means a work force that is motivated and committed to high quality performance. Increased productivity—the quantity and quality of output per hour worked—seems to be a byproduct of job satisfaction. Employee satisfaction surveys provide the information needed to improve levels of productivity, job satisfaction, and loyalty. Organizations can identify the root causes of job issues and create solutions for improvements with an accurate perspective of employee views discover what motivates people, what drives loyalty, and what genuinely makes and keeps your employees happy. Satisfaction levels increase when an employee knows that their issues are being addressed. There is a direct link between employee job satisfaction and financial results. The more satisfied your employees are the more motivated and committed they will be to your organization’s success. In this Research
paper we have tried to make a comparison of Job satisfaction between Private and Govt. sector and tried to find out the basic reasons of dissatisfaction in job.

Asvir Naveed, Ahmad Usman & Fatima Bushra, (2011), Promotion: A Predictor of Job Satisfaction A Study of Glass Industry of Lahore (Pakistan), Hailey College of Commerce University of the Punjab Lahore, Pakistan. The purpose of this study is to investigate the weather promotion can predict job satisfaction or not in employees of glass industry in Lahore (Pakistan). A Likert–type questionnaire is designed to find the predictability of job satisfaction due to promotion. Four glass companies are selected on proportionate stratified random basis. A total 200 questionnaires was administered through human resource managers, out of which 156 filled in questionnaires are received back and then the data is analyzed. The analysis shows that promotion has a modest and positive effect on job satisfaction.

2.4.2 REVIEW OF JOB SATISFACTION:

Job satisfaction has been a favorite topic of Western (popularity American) as well as Indian psychologists. Locke (1976) estimated that by 1972, 3,350 articles (or dissertations) had been written on this subject. In India also, Daftuar (1969), Ganguli (1971), Sinha (1972), and Sinha J.B.P. (1978), in their perspective reviews of Indian researchers in the areas, observed that the highest number of industrial psychological researches were done in the field of job satisfaction and its bearing on performance. For example, Sinha (1972) reported 144 researches
on job satisfaction, out of a total 508 articles that he reviewed, Sinha J.B.P. (1978) reported 71 articles in the areas out of his coverage of 350 researches, many aspects of worklife and job satisfaction have been thoroughly studied. And yet, "researchers have not been found satisfactory answer to the question - what makes put their best in the job"? (Dixit (1971)).

Professor Elton Mayo's investigation at the Hawthorne Works of the Western Electric Company was the first important breakthrough in the field of attitude assessment of workers. These studies reported by Roethlisberger and Dickson (1939) comprised a series of experimental investigations, one leading to another, but all unplanned at the initial stage and spread over a period of twelve years from 1927 to 1939. The importance of these studies lies in the fact that they draw very little from the formal theoretical systems of any of social sciences and yet they can be considered real contributions to the theory.

The Hawthorne studies, for the first time, experimentally established that the relationship between the worker and the supervisor "leads to a more potent influence on out-put than any manipulation of environmental conditions and that the informal associations of a group enforcing its notion of the "fair day's work" were made the basis of a new frame of reference in industry".

Another significant study, though not as expensive as
Mayo's, was conducted by Hoppock (1935) and reported in his monograph entitled "job satisfaction". A community-wide survey was conducted by Hoppock (1935) in New Hope. To assess job satisfaction Hoppock developed a nine-item questionnaire. About 88% of the 351 employed adults filled out his questionnaires. His findings revealed that about 15% of the sample had negative attitudes or job satisfaction.

Hoppock computed an index of satisfaction ranking from 100 to 700 with six divisions. An index of 100 indicated extreme dissatisfaction and 400 indicated indifferences. Results obtained by Hoppock for five occupational groups are given below:

**Table no. 2.3.1.1 Hoppock’s (1935) study on job satisfaction**

<table>
<thead>
<tr>
<th>OCCUPATIONAL CLASSIFICATION</th>
<th>NUMBER OF CASES</th>
<th>RANGE OF INDICATES</th>
<th>MEAN INDEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Unskilled manual</td>
<td>55</td>
<td>100-650</td>
<td>401</td>
</tr>
<tr>
<td>2. Semiskilled</td>
<td>74</td>
<td>120-650</td>
<td>483</td>
</tr>
<tr>
<td>3. Skilled manual &amp; White collar</td>
<td>84</td>
<td>125-675</td>
<td>510</td>
</tr>
<tr>
<td>4. Sub-professional, Business and Minor supervisory</td>
<td>32</td>
<td>250-700</td>
<td>578</td>
</tr>
<tr>
<td>5. Professional, Managerial, &amp; Executive</td>
<td>23</td>
<td>300-700</td>
<td>560</td>
</tr>
</tbody>
</table>

Hoppock also conducted a single-professional Survey on 500 teachers. Teachers from 51 urban and rural communities were selected and their job satisfaction was estimated on four attitude
scale. Scores on the four scales were combined to yield a single measure of job satisfaction. On the basis of scale scores, 100 most satisfied and 100 least satisfied teachers were chosen for incentive interviewing. Differences between the two groups are summarized by Blum (1956) as follows:

1) The more satisfied showed fewer indications of emotional maladjustment.
2) The satisfied were more religious.
3) The satisfied enjoyed better human relationships with supervisors and associates.
4) The satisfied felt more successful.
5) Family influence and social status were more favorable among satisfied.
6) The satisfied had "selected" their vocations.
7) Monotony and fatigue were reported more frequently by dissatisfied.
8) The satisfied were on average 7.5 years older.

This survey did not find any statistically significant difference between the average salaries on the two categories. A revealing finding of the survey was that job satisfaction and vocational interests are not identical, since 84% of the dissatisfied teachers responded positively to the question: "Is your work interesting"?

In the epilogue to hi study Hoppock proposes the following six
major components of job satisfaction:

1) Individual's reaction to unpleasant situation.
2) Facility of adjusting with other individuals.
3) Standing in the socio-economic group with which one has identified.
4) Relationships between the demands of the job and the worker's abilities, interests and training.
5) Security.
6) Loyalty.

One of the very important studies on employee attitudes involving satisfaction-dissatisfaction was conducted at the General Motors Corporation of the U.S.A. The study was later published in monograph form under the title 'My Job Content' (Evans and Laseau, 1950) popularity known as the MJC.

The MJC entries present a record of an individual's thoughts when his mind is at liberty to discuss subject matter of interest and importance to him. Thematic analysis of the entries represented certain difficulties. Conferences were held with experts of many disciplines, such as, education, attitude and opinion research, social psychology, psychiatry, and political science. These conferences could yield only certain generalized principles. Every 10th entry was taken out from the first 10,000 for purposes of analysis. This procedure had to be abandoned in view of a very large number of entries. Photoset copies of the last 400 of the original 10% sample were made. About 150 prevailing themes on coding categories were evolved. These were further reduced to 75 on the
basis of their frequency of recurrence in the sample.

The titles the letters laid a pre-condition upon the entrants to discuss only the positive factors about their jobs but absence of mention of certain factors was also considered significant. The 69 themes found significant for the whole of JMC were regrouped into 18. These are reproduced below in order of frequency of mention:

1) The supervisor's ability to play a differentiated role.
2) The degree of delegation of authority or 'closeness' of supervision.
3) Employee - orientation or supportiveness.
4) Group cohesiveness.

Kahn and Katz (1953) summarizing the results of employee - orientation observed that those workers who felt that the foreman took the greatest interest in them were also getting the greatest psychological return from their employment in terms of satisfaction with job, supervisor, and company. Group cohesiveness was also found to be major determinant of productivity.

Another important study connected with worker's satisfaction was conducted by Herzberg et al. (1959). These investigators evolved their own design and procedure which were both novel and effective. Whereas his earlier investigators have studied attitudes either in isolation or in relation to productivity and morale, this study was aimed at studying job attitude 'in toto'. For the first time the
factors attitudes effects (F.A.E) complex was studied as a unit. A semi-structured interview was used for this purpose. Individuals were required to think of the times, 1) when they felt most happy with their jobs (high) and, 2) when they felt most unhappy (low) about their jobs. These 'narrational data' were subjected to rigorous analysis for identifying the potential 'Satisfied' and 'Dissatisfier'.

Herzberg et al. (1959) on the other hand distinguished the factors like the working environment, pay, company policies etc. that eliminates job dissatisfaction as the hygiene factors while the factors creating job satisfaction like challenging work, responsibility, recognition and achievement as motivators.

Accountants and engineers from nine steel and engineering companies, who constituted the sample of this study, both belonged to the general category of 'middle management'. About 200 interviews were conducted. A five-fold analysis procedure was adopted.

An important finding of the study was the people in general do not allow the tensions of their life to affect their family life. The investigators suggest that "likely that the degree to which a person lets his feelings about his job spill over into the conduct of his interpersonal relationships is more a function of his psychological dynamics as an individual than of anything else", (p.93).
The nature of the work group or team will have an effect on job satisfaction. Friendly, cooperative co-workers or team members are a modest source of job satisfaction to individual employees. Vroom (1964) also cited many past studies which confirmed the importance of good relationship between co-workers towards job satisfaction of employees.

In Indian context few researches have been reported which used Maslow's model. In which previously employing Maslow's model, Haire et al. (1966) compared the need patterns of 3,000 managers drawn from 14 countries including from India. They found that for the Indian managers the satisfied need had the following order:

Security, esteem, social, autonomy, and self-actualization. Absenteeism is not consistently related to job satisfaction because many other factors such as illness or specific work conditions, affect absenteeism. Smith (1977) nicely illustrated both that there is an effect of job satisfaction on absenteeism and the difficulties in showing that such a relationship exist. During a bad snowstorm in Chicago, job satisfaction predicted rather well among a large number of work. Given a good excuse not to come to work, the less satisfied managers in a large corporation did not come to work, but better satisfied managers did. On the same day, in New York City where there was no snowstorm, job satisfaction did not at all
predict absenteeism among comparable managers. It took a combination of environmental factors (snowstorm) and personal factors (job satisfaction) to predict accurately.

Turnover is also costly for the organizations. Factors related to high turnover include job dissatisfaction, low job involvement, poor promotion opportunities, and dissatisfaction with supervision and with pay. A meta-analysis of McEvoy & Cascio (1987) involving more than 7,000 employees in various jobs and organizations confirmed that employees with low job performance were significantly less likely to quit than were employees with low job performance.

Studies have been done to determine effects of leadership behaviors on job satisfaction, productivity and organizational climate. Loke (2001) tried to find the effect of leadership behaviors on employee attitude in Singapore. The comparison of the results of the different types of settings and samples will allow a better understanding of the relationship behaviors and employee outcomes and thus help to determine if leadership is worth the extra effort. Survey questionnaires were used to elicit responses from 100 registered nurses and 20 managers belonging to the organization.

The findings show a similar trend to the original studies in the U.S.A. Use of leadership behaviors and employee outcomes
were significantly correlated. The regression results indicate that 29% of job satisfaction, 22% of organizational commitment and 9% of productivity were explained by the use of leadership behaviors.

**Lon & Parr (2002)** conducted a study about early career of chemists and declared a report on the American Chemical Society's study of members under age 40. The results say job satisfaction is very high among young chemists. Three-quarters of chemists "strongly agree" or "agree" that their current position is satisfying. An even greater proportion of young chemists say they are satisfied with the level of self-direction in their current position - 80.1%. And most chemists are satisfied with the progress they are making toward their careers goal -70.5%. There are notable differences among racial groups. Blacks and Hispanics are less satisfied with their current position than are members of other racial group -16% of blacks and 15.4% of Hispanics "strongly disagree" or "disagree" compared with 10.1% of whites. And chemists of all non-white racial groups are less satisfied with their progress toward career goals than are white chemists. Among black chemists, 19.8% "strongly disagree" or "disagree". For instance it is 12.6% and for Asians it is 12.4%.

Job satisfaction among public sector employees within South Africa, specifically the health environment is becoming an area of major concern as highlighted by recent research studies and media
reports. An exodus of professional staff and lack of resources have effective and efficient service delivery. A study regarding "job satisfaction among employees at a public health institution in the Western Cape" by **Luddy (2005)** was done in which the sample group (N=203) consisted of permanent and contract male and female staff members on salary levels 2 to 13 extending across the following occupational classes: Pharmacist, Pharmacist Assistant, Auxiliary Service Officer, Administrative Clerk, Personnel Officer, State Accountant and etc. included. Job Descriptive Index was administrated to gather data. The results indicate that employees expressed satisfaction with their co-workers, followed by the nature of work and the supervision receive opportunity for promotion and pay emerged as major source of dissatisfaction. With the exception of marital status, the relationship between occupational class, race, gender, educational level, tenure, age, income and job status with job satisfaction was found to be significant. Although the research indicates that job satisfaction is significantly related to variables such as work, remuneration, supervision, promotion, and co-workers.

We know that turnover is costly for the organization. Employee turnover may have negative impacts (as when the strong staff members overly concerned about their own longevity and when the strong staff members leave) or positive impacts (as when less productive staff members leave and when additional promotion
opportunities are the result). In a study of an analysis of the employee turnover - work satisfaction relationship, Davis (2005) found that staff members at the Maryland Campus of the University of Phoenix tended to be very satisfied with promotional opportunities, their co-workers and others on the job, and with their supervision. This satisfaction was offset by a consistently strong dissatisfaction with pay such that overall Job In General satisfaction was at national norms. At the overall campus level, the employee turnover rate was accurately underestimated turnover in their departments. The impact of this turnover has a statistically negative impact on employee satisfaction, but the relationship is small and weakly held. Of 16 analyses performed, 11 showed a negative relationship between turnover rates and employee satisfaction while only 5 showed a positive relationship. However in only four of the 16 cases was the coefficient of determination greater than 0.20 and in only two cases did it exceed 0.30. Therefore, at the Maryland Campus the relatively high turnover rate does not have a strongly negative impact on employee satisfaction.

Another study regarding Correlation of Disintermination with Changes in Job Satisfaction for Remaining member of the Disintermediated Marketing Channel was conducted by Palumbo (2005) suggests that disintermediation occurs when a middleman is pushed out the marketing channel by technological innovation.
Disintermediation promises benefits such as lower costs, increased
information, increased choice, and flexibility, for producers and
consumers. Topics related to disintermediation include such as the
increased scope of job tasks and responsibilities, the competency
for the revised scope of job tasks, the impact of sufficient training
and correlated changes in job satisfaction. Reintermediation and hyper
mediation are also discussed in relation to disintermediation. Some
researchers claim that call centre representatives (CCRs) are generally
associated with low levels of job satisfaction because of the fairly
low skilled nature of their work. They further state that there is
sociological research evidence showing low-skilled work does not
result in intrinsic satisfaction. As such employees are led to seek
extrinsic satisfaction through pay and other compensatory
mechanisms. Gordi (2006), from University of Western Cape,
conducted a study on job satisfaction of call centre representatives.
The aim of the present study was to prove that a correlation exists
between job satisfaction and the level of absenteeism, turnover,
performance and customer satisfaction. The sample consisted of 132
participants at various categories such as age, race, gender and
shift. Data were collected using the Job Satisfaction Survey which is
a self administered. The results show that the overall level of job
satisfaction among CCRs at the present company is quite high
although CCRs were not satisfied with all nine facets of job
satisfaction as measured. By the survey the study found a relationship between job satisfaction and performance, between job satisfaction and customer services. However no relationship was found between job satisfaction and absenteeism, which is consistent with previous studies.

Although job satisfaction is a primary Human Resource Management concern, there is little empirical research considering job satisfaction in non-Western countries.

In Korea, reforms aim to make the public service more competitive and diverse and have led to the recruitment of more women and young people. Jung, Moon, & Hahn (2007) conducted the study using data from the Korean Income and Labor Panel Study to explore the relationship of age, gender, and service sector with job satisfaction. No substantial difference was found in the perceived job satisfaction of public employees of different ages, but an unexpected negative association was found in a sample of private employees. Korean public and non-profit employees are more satisfied with their jobs than private employees but are less satisfied with their wages than with job content. The study supported the expectation hypothesis and suggests there is a greater effect on job satisfaction, particularly for wages and work environment.

Using Maslow's model, Sinha J.B.P. (1973) examined need
structure of 800 executives from four industrial organizations. He found that need for comfort constituting of concern for salary and amenities was the highest in importance of levels in management. He reported that executives in private sector were satisfied more than their counterparts in the public sector.

A study based on a sample of Medical Representatives representing a cross-section of pharmaceuticals, by Mehta and Associates (1978) regarding Role Conflict, Tension, and Job Satisfaction, lead to a number of suggestions for the sales managers who are interested in controlling role conflict and job tension and enhancing job satisfaction of their sales force. Also numbers of methodological suggestions are made for future research in this area.

This thesis is about the study of job satisfaction among government and non-government male employees. Studies have been done to measure job satisfaction among these types of organizations. Ansari (1978) conducted a study in three organizations - (A) Private (large-sized) manufacturing, (B) a medium-sized manufacturing owned by Government of India, and, (C) a large-sized public (state Govt.) manufacturing. He conducted 150 interviews of successful (SE) and unsuccessful executives (USE) of the three organizations. The results indicated that SE appeared significantly more (F=14.00, df; 1/144; p.01) satisfied in each and every organization than their unsuccessful
counterpart. Organization effect \( (F=9.00, df; 2/144; p.01) \) was also significant. Executives from central government organization were more satisfied than executives from either of the two other organizations. The least executives belonged to the organization owned by the Bihar State Government. Ansari's SEs had the following order of the importance of their needs:

1) Belongingness, 2) self-development, 3) security, 4) psychological, and 5) esteem. However, the agreement between the two (SEs and USEs) was not significant \( (T=.40; p>.05) \).

Studies have been done to find the relationship between job satisfaction, ego-strength and job performance. Pestonjee (1980) conducted a study on Productivity as a Function of Job Satisfaction and Ego-Strength. The S-D Employees Inventory has been administrated as measure of the worker's satisfaction. To assess ego-strength the Hasan's E-S Scale has been applied. The study was conducted at Uttar Pradesh State Spinning Mills Co. (No.1) Barabanki (U.P), India. Results are analyzed in terms of mean, standard deviation, critical ratio, F- ratio and coefficient of correlation. The findings indicate that the level of job performance is significantly higher in highly satisfied group in comparison to low satisfied group. A significant difference in performance was also observed between high and low ego-strength groups. Significant positive relationships between job satisfaction and ego-strength, job
satisfaction and job performance as well as ego-strength and job performance have been established.

There has been a persist controversy over the importance of wages to workers. Researches are prone to stress the importance of the size of the pay check in determining worker's job satisfaction and the probability that he will remain in his job. Another study regarding wage differentials between Saxes in India was done by Dholakia (1987). Persistent wage differentials between male and female workers in any economy is generally sought to be explained by the hypothesis of job-discrimination or sex-discrimination. In the condition prevalent in the Indian labor market, these two hypotheses do not appear to be convincing. Alternatively, labor market imperfection and segmentation of labor market into male and female labor with distinct supply characteristics are considered to be the main factors of the wage discrimination monopolists rather than personal preferences and prejudices of employers against female that gives rise to the persistent wage differential between equally skilled and experienced men and women workers. If such an explanation is accepted, then the policy prescriptions for tackling the male-female wage differentials are totally different from the ones based on the hypotheses of job discrimination and sex-discrimination.

Stressed workers do not perform their duty very well. Stress
causes for low job satisfaction and performance. A study was conducted by Bharti T. et al. (1991), (from University of Tirupati) which was designed to investigate whether occupational stress have any relationship with and effect on job satisfaction. The total sample consisted of 90 clerical carde employees of three different organizations- business, service and common weal. The S's occupational stress and job satisfaction were assessed with the help of Srivastava and Singh's Occupational Stress Index and Kanungo's Job Satisfaction Scale'. The obtained data were analyzed in terms of 't' test, Chi-square test', Coefficient of correlation and Duncan's Range test. Occupational Stress was found to be significantly related to job satisfaction - the greater the lower the satisfaction.

Another interesting study to determine the effects of occupational stress and job satisfaction among working women was done by Tharakan (1992), from University of Kerala, conducted an interesting study. It was hypothesized that professional women and nonprofessional working women would differ in their job related stress level of job satisfaction. A sample of 90 technocrats working women (Doctor, Engineers and Lawyers) were compared with 90 non-technocrats working women (Clerk, Officers, and Teachers) on these variables. Occupational Stress Indicator (OSI) Scale developed by Cooper was administrated to measure occupational stress and job satisfaction. The relationship between occupational stress and job
satisfaction has been found to be significantly associated with professional women and non-professional women. It is observed that professional working women experience greater work stress than non-professional working women because the expectations of technocrats were much higher than the non-technocrats.

From University of Rohtak, Mudgil et al. (1992) conducted a study of low job satisfaction and type of behavior pattern randomly drawn sample of 82 college and University teachers. Job Satisfaction Scale and Jenkin's Activity Survey were administrated on them. To test the significance of the obtained differences, Chi-square was employed. Biserial Coefficient of Correlation was computed between the continuous variable (job satisfaction scores) and dichotomized variable (type A and type B behavior pattern). The results indicated that low job satisfied teachers exhibited Type A behavior, which could make a person highly susceptible to chronic heart diseases.

Executives have an important role in the organizations. Ghosh (1998), from University of Culcutta, conducted a study on 56 executives (22 middle and 34 lower) of two public sector organizations located in the eastern part of India. The objective of the study was to see whether there is any perceived difference in the need satisfaction of middle and lower level executives. It was observed that deficiency in need fulfillment is more pronounced in
lower level executives than in middle level executives, specially in the need areas of esteem, autonomy and self-actualization. The two areas of greatest importance were a higher order need, self-actualization and a lower order need, security. In general, both in lower and middle management position the most critical need hierarchy areas was observed to be the area of self-actualization both with respect to prime importance and deficiency in need fulfillment. It was also observed that the psychological needs are not so much adequate to predict the managerial success of an executive.

We know that if person does not enjoy good mental health he or she may less prone to enjoy his or her job. A study of mental health and job satisfaction among 200 industrial employees of private organizations was done by Joshi (1998), from Saurashtra University, Rajkot. The employees of different groups identified on the basis of some selected variables (namely age, work-experience, monthly income and total family members) were compared with their mental health index. Mental Health Analysis Questionnaire (MHAQ) and Brayfield Rothe Job Satisfaction Scale were administrated on the subjects. A significant correlation was found between job satisfaction and mental health of the industrial employees. Mental Health was found to be negatively correlated with different age group of the employees. While mental health was found to be correlated among the basis of selected variables, no significant differences in mental
health are found on age, work-experience, monthly income and total family members of the employees.

Number of studies have attempted to explain leadership behavior. The effects of leadership behavior may be moderated by such factors as characteristics of the individuals being supervised. Keeping this into consideration, Singh (1998), from Banaras University tried to examine the moderate effect of role conflict on the relationship of supervisory behavior with subordinate's job satisfaction and productivity. The results of the present studies indicated 1) The role conflict has partial moderating effects on the relationship between supervisory behavior and job satisfaction, 2) The role conflict does not exert its significant impact upon the relationship of supervisory behavior and subordinate's productivity, 3) The production and job satisfaction scores are highest in low production-oriented and high on employee-oriented category of supervision.

Non-technical (means clerical) employees like LIC employees are not out of consideration in measuring job satisfaction and related behaviors. Bhatt (1998) from Saurashtra University has done this kind of study. For this purpose a sample of 282 employees (male=242 & female=40) was randomly selected from different cities and town of Rajkot of Gujarat State. For studying the job satisfaction a scale adapted and standardized by Bhatt was used. The results indicated significant mean difference between LIC
employees, socio-personal variables viz. Sex, Age, Marital Status, Educational level, Length of service, Monthly income and their job satisfaction.

Studies have been done to explore integration of personality as a moderator variable of the intrinsic job satisfaction-occupational stress relationship. Mehra and Mishra (1999), made a study to explore the potential moderator effect of integration of personality on the intrinsic job satisfaction-occupational stress relationship. The Mental Health Inventory developed by Jagdish and Srivastava, the S.D. Employee's Inventory developed by Pestonjee and Occupational Stress Index developed by Srivastava and Singh were administrated on a sample of 250 blue-collar industrial workers of Uptron India Ltd, Lucknow. The sub-group analytical strategy and moderated multiple regression analysis were applied for determining the moderating effect of personality on the relationship of intrinsic satisfaction and occupational stress. Moderated regression analysis confirms that integration of personality has a moderating effect on the intrinsic job satisfaction occupational stress relationship.

Another attempt was made to find out the moderating effect of the job stress on the organizational commitment and job satisfaction relationship by Mishra and Srivastava (2001). The Occupational Stress Index developed and standardized by Srivastava and Singh, the Organizational Commitment Scale developed and
standardized by Meyer and Allen and S.D Employees Inventory developed and standardized by Pestonjee (1973) administrated on a sample of 250 doctors employed in King George's Medical College, Lucknow (U.P.). The moderated multiple regression analysis and moderating effect on organizational commitment and job satisfaction.

Job enrichment is based on the assumption that both job satisfaction and motivation are the function of job satisfaction. The job characteristics model for job enrichment emphasizes five core dimensions viz, skill variety, task identity, task significance, autonomy and feedback, which are very crucial in determining motivation. In a study of Parmar (2001), from S. P. University, an attempt has been made to find out how and in what manner the input-output relationship between core dimension of the job and outcome variables like motivation, job satisfaction etc. are influenced by job anxiety. A questionnaire was administered to a sample of 200 supervisors from public and private sector organizations. Data were analyzed by using correlation method. The results clearly show that there is no direct relationship between core dimensions of the job and outcome variables. The relationship is moderated by the job anxiety.

On of the most frequent studied correlate of job satisfaction is job level. A positive relationship between the level of status of the
worker's job and job satisfaction has been reported by a large number of investigations. In the relation of public & private sector, from Saurashtra University, Joshi (2001) has done this study. A sample of 60 each was taken from both the sectors. The hierarchical status was represented at three levels i.e. Managers, Supervisors and Workers (20 each). The Brayfield Rothe Scale of Job Satisfaction was used to collect the data. The main findings are: (a) The extent of job satisfaction is not found significantly higher in the private sector organizations as compared to public sector organizations, (b) A significant difference in the extent of job satisfaction of managers, supervisors and workers has been found in the public sector organizations, (c) There is no significant difference in the extent of job satisfaction of managers, supervisors, and workers in the public sector organizations.

A distinguishing study was done by Madgaonkar & Associates (2001), from University of Mysore, report influence of experience in shift work and shift schedules in nurses on job satisfaction. Job satisfaction instrument developed by Mishra, Tiwari, and Pandey was administrated to female nurses with short, moderate, and long years of experience with shift schedules. Results revealed that experience in shift work significantly influenced the job satisfaction, longer the experience in shift work, more was the job satisfaction. Marital status, age and type of organization did not
influence the job satisfaction of nurses. Recent advances in improving shift workers, health and tolerance to shift work are also discussed.

We know that where the man is, there may be psychological problems related to the area like family, health, emotional, social and occupational adjustment etc. As a result job satisfaction reduces. An attempt was done by Laiju & B. Raju (2002), from Kerala, to understand the relationship of job satisfaction to certain adjustment variables. The sample of the study was taken from the employees of central, state and private sectors of Kollam and Thiruvanthpuram districts of Kerala State. Samples of 40 subjects were taken from each sector (central state and private) so that a total 120 subjects were drawn. The study made use of Job Satisfaction Scale and Adjustment Inventory. The results indicate that there exists positive correlation between job satisfaction and different adjustment variables.

The role of organizational needs of rail engine drivers was determined and compared with the Maslow's hierarchy of needs by Khan and Mishra (2003), from University of Lucknow. The results were found different both from Maslow and Indian psychologists. While doing profile analysis autonomy and esteem needs of the drivers were slightly satisfied and termed as higher order needs; compensation need was the fork of need satisfaction and was slightly
satisfied. Whereas, the social and self-accomplishment needs were moderately satisfied and phrased as lower order needs. Practical implications, limitations are drawn and impacts of need satisfaction on future organizational/industrial relations are discussed.

From Dhanbad, Jha and Pathak (2003) have made an attempt to get insight into the nature of differences between managers of private sector organizations in the post liberalization period. The sample consisted of 140 managers drawn from four work organizations in India. The findings show significant differences in job satisfaction among private sector and public sector organizations.

Another study measuring stress and job satisfaction was conducted by Asnani and Associates (2003), from New Dehli, among security personnel operating in counter insurgency areas. The level of stress was found to be higher in magnitude in counter insurgency areas due to hazardous environment, strict discipline, poor social interaction, overload of risk work and emotional instability. The level of low job satisfaction among security personnel was found due to hostile working conditions, rigid rules and regulations, ambiguous risky duties, lack of sense of responsibility, social recognition and rewards. The correlation between job satisfaction and overall stress was found to be negative.
Studies have also been done in the context of personality type and organizational settings by Khalid & Ahmed (2007), from New Dehli, on 140 junior doctors who were drawn randomly from public and private hospitals to identify determinants of their job satisfaction. Three-way ANOVA indicates distress as a salient factor in the public hospital settings followed by personality-type in influencing job satisfaction. Experience emerged as a strong determiner of job satisfaction followed by interaction between distress, personality-type and experience in the private hospitals. Thus the hypothesis that kinds of conditions (public/private settings) and kinds of personality (A/B type) would affect each other in determining job satisfaction of doctors was supported. Type-A behavior and distress of doctors might have been usefully exploited in the private hospitals. The nature of interaction among these variables, as estimated on the basis of marginal means of job satisfaction scale, improved overtime due to such work conditions in private hospitals as provided more opportunities for use of abilities and skills as reported in the job satisfaction questionnaire. There are several implications of the results towards improving level of job satisfaction among public sector doctors.

Another interesting study was done by Nazir and Suhail (2007) from Lahor, to examine gender differences in attitude toward leadership style of male and female managers. A total of 160
employees working in four international banks were studied under following work combinations: male employee working under male managers, male employees working under female managers, female employees working with female managers and finally female employees working under female managers. Perception of subordinates about their manager’s leadership was obtained on the modified Multifactor Leadership Questionnaire (MLQ). Satisfaction with managers was also assessed by a single-item 10-point scale. Subordinates rated their women managers as practicing more of transformational and lesser of passive-avoidant leadership skills than their men counterparts. Also they reported greater satisfaction for their women leaders. Men subordinates, however, rated their women leaders higher on both transformational and satisfaction scales. Scores on transformational scale were highly correlated with those for satisfaction.

2.5 CONCLUSION:

In this chapter study related previous researches was carried out. For the help of different studies we know the relation between Job stress and Job satisfaction. In the nest chapter we will study about planning of study, objectives of study, variables of study and various factors regarding it.