CHAPTER II

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In the present chapter, an attempt was made to survey the researches on job satisfaction, occupational stress and mental health among the factory workers. This topics also includes the organizational climate and also its related variables which affects the mental health of the factory workers. The mental health of the factory workers is a very important phenomenon which affects not only the individual's life but it also affects the social and organizational life of the factory worker. Taking into consideration the mental life of a worker, some of the Indian as well as foreign researchers have done valuables contributions in this area.

Even though in India, the scientific study began as early as 1920, significant research in Industrial Psychology started only in the post independence period. Notwithstanding this late beginning of the various possible applications of psychology science to human affairs, industrial psychology research in India has been the most vigorous and fruitful.

As compared to Western countries there have not been many empirical investigations concerning the importance of job factors. Job satisfaction have been studied according to some investigators both as an independent and dependent variables. As an independent variable, it has been correlated with production, absenteeism, accidents and turnover. As a dependent variable, the degree of satisfaction has been correlated with sex, age, intelligence, education and various personality traits. It has also been studied
in relation to several aspects of job including type of work, pay, supervision. Size of the factory, length of service etc. But the patterns of correlations obtained in the these studies are highly diverse in nature. Such diversity may be described to the use of different techniques in data collection. The limitations in the sampling of people in such studies and the sample taken from different population groups.

In India first systematic survey concerning the determents of Job Satisfaction was conducted by Bose (1951) from this study he concludes that the percentage of having favourable and unfavourable attitudes vary in different industrial concerns depending on the conditions of work.

The factor of job satisfaction may be divided into two types -those characteristics of the individual or personal factors and those characteristics of the job or job factors.

3) The study conducted by Ganguly(1953) for the first time stressed upon the importance of personal factors in Job Satisfaction. In his study he used four forms -

i) Personal data sheet.
ii) Questionnaire for attitude measurement.
iii) Questionnaire for determining personality make-up and
iv) Intelligence test.

He found that younger and older workers were more satisfied than the middle age group, educated workers were found to be less satisfied than uneducated ones, intelligence and little influence on attitude disposition and the relationship between personality and attitude was also found to be significant.
Chowdhary (1953) from an investigation of attitude of textile workers conducted that a mill characterized by high tension was high in dissatisfaction, absenteeism and turnover, and was low in efficiency. Murphy (2) studied absenteeism in industry and found that the causes of absenteeism were 3 fold: Relating to conditions in industry, to those outside the factory and to the personal and social life of the worker.

Ganguli (1966) studied the relationship among age, length of service, total earnings, satisfaction with earnings and earning aspirations and expectations for two industrial Groups (N=534,269). It was found that job satisfaction was highly related to income expectations, that expectations were related to earnings and that income aspirations were related to skill level and educational level.

Sinha and Sharma (1962) investigated that no relationship between job Satisfaction and marital status could be observed. Sinha and his co-worker observed negative association between union attitude and JS and positive relationship between Job Satisfaction and general adjustment.

Prasad (1962) while studying personality and some personal factors in Job Satisfaction also included that extrovert persons are significantly better satisfied with their jobs than introvert persons. Older workers are more satisfied than their younger colleagues and education is also found related to the Job Satisfaction higher education of the worker, less is satisfaction, and vice versa.

Panday (1972) has studied the relationship between Job
Satisfaction and some personal variables, namely age, sex, formal education, job training, job-experience, parental occupation and number of dependents. (The total N=2910). A personal data blank was used for obtaining information about the personal variables under study. Brayfield and Rothe's Job Satisfaction Inventory was used for measuring the degree of overall Job Satisfaction. The Analysis of data shows significant relationship between Job Satisfaction and personal variables - age, sex, formal education and personal occupation. No significant relationship could be determined between Job Satisfaction and the variables - job experience, job-training and number of dependents.

Kumar and Bora (1979) have studied the job Satisfaction of workers and their perception of the existing organizational climate. Sixty workers belonging to three industrial units in the private sector served as SS. The perceived organizational climate tended to significantly affect the Job Satisfaction of the workers. The workers who perceived the existing organizational climate as democratic were found to be higher job satisfied - overall and area-wise workers perceiving the same climate as autocratic or undecided.

Taking into consideration all the above said researches, and studies one thing we can not forget is that Job Satisfaction varies from person to person and also affects by various factors. We may call it the intrinsic and extrinsic factors.

Krishan, Ahlya and Krishan(1984) have studied 238 American and 247 Indian employees (26-54 age group) of manufacturing companies completed a 90 item Job Satisfaction and organizational
climate questionnaire. Regaression Analysis showed that leadership style, tenure, communication, pay and security and participation in decision making were significant components of Job Satisfaction of American subjects, whereas recognition and advancement innovation and change, absence of intradepartmental conflict, age and intradepartmental conflict were significant correlates of Job Satisfaction of Indian subjects.

Very recently Verma and Upadhya (1986) have studied the organizational commitment job involvement and its relationship with job satisfaction by using questionnaire. They have obtained the data from 100 nonexecutive employee of steel plant results shows that organizational commitment and Job Satisfaction and job involvement and Job Satisfaction were positively correlated. Effects of high and low job involvement and job satisfaction on organizational commitment.

2) of high and low organizational commitment and job satisfaction on job involvement, (3) of high and low organizational commitment and job involvement on job satisfaction were tested through 2 way analysis of variance (ANOVA) in all 3 cases the main effects were found to be significant.

According to Durganand Sinha in (1986) due to the significance of Job Satisfaction and its impact on the worker behaviour, the topic has received considerable attention on the part of Indian psychologist. Job Satisfaction is a composite or general attitude which is the result of many specific attitudes held by workers in three areas viz. specific job factors, individual adjustment and group relationships outside the job. This meaning has not been strictly adhered to by some
investigators who have often referred to Job Satisfaction in its more specific sense or have tended to confuse it with morale.

Ganguli H.C. (1957) while talking about morale has actually conducted as Job Satisfaction study. He administered a multidimensional attitude questionnaire and used the method of factor analysis on the scores on 23 of the items made by a group of satisfied and dissatisfied workers. The result revealed the presence of three factors or dimensions of what he calls 'morale,' viz. workers satisfaction with the total organization and benefits derived from it, and the other two referred to Job satisfaction with supervision.

A very useful analysis of Ganguli, based on different job satisfaction studies made in the Bengal, Bihar Industrial belt, has provided a norm for answering the question "what percentage of Indian Industrial workers can be regarded as satisfied with their jobs"? The analysis suggest that in engineering industries in India, about 5% of workers are "highly dissatisfied" with their total job situation, 29% dissatisfied, 19% satisfied and 3% highly satisfied and a total of about 44% being neither satisfied nor dissatisfied. In other words, about 34% workers can be said to belong to the dissatisfied group and only about 22% to the satisfied group.

Mishra P.C. (1986) have studied working conditions stressors as moderate variable of the job satisfaction, job involvement relationship. Subjects were 400 supervisors (with mean Age of 45 years) in North India, who had worked for 10-20 years. The occupational stress Index by A.K. Shrivastava and Singh (1981), a job satisfaction measure by D.M. pastonjee (1978) and
job involvement scale by R. Kapoor and Singh (1978) were administered to the subjects. Strenuous working conditions did not have only moderating effect on job satisfaction job involvement relationship.

In the another study by Mishra P.C. (1987) has investigated the influence of occupational stress and job satisfaction on the job involvement. He has used the random sample of 400 first line supervisors at a Diseal locomotive works in India. It was hypothesized that there would be significant differences between the mean job involvement scores of - 1) high and low occupational groups (2) high and low job satisfaction groups.

Results show that job involvement score were related only to job satisfaction and that occupational stess and job satisfaction had a significant negative relationship.

Shrivastava (1986) and his associates have also conducted a study to measure the level of Job Satisfaction in technical and non-technical employees with special reference to different personality characteristics in public sector. The have compared 70 technical and 70 non technical employees in terms of Job Satisfaction with special reference to different personality characteristics Ss completed a job satisfaction scale and personality inventory. Differences between technical and non-technical employees in terms of Job Satisfaction were found significant. Technical employees beings more satisfied. The relationship of extraversion and neurotisism scores with these Ss is also explored.
Akabas and Sheila H. (1988) studied work experience factors that adversely affect women's physical and mental health, such as problem of multiple role played by women (i.e. wife, mother, caretaker).

It is argued that most women work in low paying jobs that are stressful and uninteresting. The effect of this type of work on general well-being are discussed. It is suggested that job content factors, such as use of computers and other microelectronic devices pose other stresses at work place.

Kaur, Rajinder and Chanda (1988) have conducted the study of job stress with job involvement and job satisfaction. For this purpose 100 blue collar and white collar workers and supervisors in an Indian factory completed job stress, job involvement and J.S. questionnaires. Results indicate that stress significantly related to involvement for both blue collar workers and white collar workers. However, stress was significantly related to satisfaction for white collar workers only. For white collars workers high stress led to low involvement and for blue collar workers high stress led to high involvement among both blue and white collar supervisors and blue collar workers showed no significant relationship with satisfaction.

Shrivastava and Suryak (1987) investigated the relationship between Job Satisfaction and organizational climate among 100 junior and middle level managers of Central Govt. Department in Delhi. Findings indicate that junior and middle level officer's perception of job satisfaction and organizational climate were significantly correlated and that the two management
levels did not differ in their perceptions of job satisfaction and organizational climate. The majority of subjects reported neutral feelings about their job and about organizational climate.

Studenski, Ryszard, Barczik etc - (1987) have investigated occupational stresses in mining to verify a proposed model of stress consequences. Research was conducted on 411 underground workers and 104 members of lower level managerial staff using A.W. Clark’s scale for job satisfaction, an employee morale scale developed by D.M. Pestonjee et. al (1977) and the present authors (1984) scale for measuring exposure to occupational stressors.

Results indicated that stress is caused mainly by the health and life endangering job environment, the hindrances in work, time pressure shortage of materials and manpower, excessive work, autocratic management, responsibility for the results of work and safety of others, lack of clear criteria for the distribution of bonuses. Findings confirm that occupational stressors may cause sleep disorders and job dissatisfaction.

Mottaz and Clifford (1987) studied the relationship between age and overall work satisfaction using data from 1385 full time workers in different occupational groups (Professional, managers, clerical and service) Results suggest that age had an indirect positive effect on work satisfaction through its relationship to work rewards and values. Two common explanations of this relationship cohort aging are examined.
Overall data provide conditional support for a type of aging explanation refers to as the enthrinsic reward accommodation hypothesis which suggests that situations in which intrinsic rewards are not generally available extrinsic rewards tends overtime to become increasingly important sources of Job Satisfaction.

Pratap and his Associates (1986) have studied the sex as a factor in job satisfaction. For this purpose they have used 25 males and 25 females from various banks, matched for age, number of dependents and education were administered job satisfaction scale. Females were found to be more satisfied with their jobs than were males.

Spector, Paul E (1987) has tested the R.A. Karasek's (1979) Hypothesis that perceived control interacts various job stresses in affecting employee satisfaction and health. It was proposed that high level of perceived stress would only be associated with poor health and negative affect in the presence of low control. 136 workers (Mean age 43 years) at a university completed questionnaire containing the measures of interest. Results failed to support the interaction hypothesis. However, a measures related to both control and job stress were found to correlate with satisfaction and health outcomes as has been found in prior research.

Khaleque and Rahman (1987) have measured job satisfaction, indentified some determents of job satisfaction and
evaluated the perceived importance of job facets (i.e. duration of work, job security) to the overall job satisfaction in 1560 workers. (Mean Age 33 yrs.) from four jute industries in Bangladesh. Results indicate that the satisfaction variables were not unidirectional in their effects. Job facts were sources of both satisfaction and dissatisfaction. Overall satisfaction of the Ss was influenced by the satisfaction with job facets and personal life and the degree of satisfaction depended on the satisfaction with the number of job facets and their perceived importance.

Lindquist, Charles and Whitehead John (1988) have analyzed perceptions and causes of burnout. Job stress and J.S. among 241 Alabama correlational officers responding to a survey instrument. 39% of the subjects considered their job more than moderately stressful, 29% reported moderately stress, 32% were satisfied with their job, 52% were somewhat satisfied and 16% were not satisfied. After examining reported level of burnout, stress and Job Satisfaction findings were compared to those from other studies. Multiple regression procedures were utilized to identify significant predictors. Results indicate that a number of potentially alterable organizational factors had a significant impact on officers perceptions according to several intervention strategies are offered for consideration.

Caplan and Robert D. (1985) discusses Psychological factors that result in stress and the effects of stress at the
work place focusing on an application of the model developed by the institute of social research at the university of Maclingen. The model encompasses intersetional relations as well as relations among these factors. Typical factors within these categories include (1) Employees personality transitory need states and antecedent and consequent physiological and emotional states. (2) Objective controllability, ambiguity, complexity and the workload of the work environment (3) Employees perception regarding the controllability.

(3) Social support and conflict etc.

Ansari, Shamim, Hussain, Malik M. (1985) have the relationship of nature of work and job experience to job satisfaction in 50 clerks and 50 nurses. Who were administered Smith's job descriptive Index (1969). KS test was done to determine the significance of difference in job satisfaction between the two groups of subjects, as the numbers of years spent on the job were taken as indicators of job experience and the two groups attitudes were calculated. Results indicate that 76% of nurses compared to 60% of the clerks reported positive attitude towards their job. No significant effect of job experience or the nature of work was found in either group on job satisfaction.

Hesketh and his Associates (1986) have examined the relationship between dimensions of job and non-job activity, job satisfaction and mental health among 402 New Zealand veterinary professional and tested specific form of DE Broadbent (PA VOL 72-21596). and R.A. Karasek (1979) Broadbent, suggested that paced
workers have higher levels of anxiety than unpaced workers but that the two groups do not differ in levels of depressions or job satisfaction. Karasek argued that job demands are associated with strain, whereas decision latitude buffers against the negative impact of job demands. Analysis of questionnaires on job, life styles and mental health factors showed that job and non job activities contributed to significance proportion of unique variance in total mental health and related differently to anxiety and depressions. Pacing related to distinctively to anxiety but depression showed no relationship to social aspects of activity. Both lack of control over the speed of activities and discretion were related to mental health, endices, but support was found for the role of discretion as a buffer in an interactive sense on outcome measures only.

Elo - Anna - Liisa (1985) studied the relationship of perceived stress and health status to work related factors in 455 males and 136 females Seafarers (Average age 35 years) representing different occupations in the finish merchant fleet. A 194 item questionnaire was administered. The amount of perceived stors varied among different occupational groups with the engine crew reporting the most stress. On the average, health status was reported as good. Personality characteristics were important factors in perceived stress and health strength of the work related factors, the most explanatory factors were disturbing noise, climate conditions on board, occupational group and received application at work.
The quality of interpersonal relations at work did not predict stress of health status.

Colem, Galen, Tucker, larry etc. (1986) have carried health screening process among 10350 Adult males in various Us business and industries. Objective stress was measured using the social readjustment rating scale and subjective stress using 10 items. (Likert type scale) Data was generated regarding 8 levels of income. Subjective stress was highest among subjects with the most income and lowest among those with least income. Conversely, objective stress scores were highest among those with least income and lowest among the subjects with most income group. There were successive increases and decreases in respective scores for each increment of income.

Michales and Roland (1981) have developed a caubal model of environment and consequences of role stress in the industrial buying environment and tested it using questionnaire, results from 1036 purchasing professionals. (Mean Age 43 years). Research perspectives from role theory were also examined in an effort to increase understanding of industrial buyer behaviour and the buying environment.

Results show that role ambiguity was associated with lower work satisfaction and lower levels of performance in industrial buying. Role conflict was associated with lower work satisfaction, but contrary to the authors hypothesis was associated with somewhat higher levels of performance.
It is conducted that an awareness of the nature and influence of role stress in the buying context can be of value to marketing professionals.

Agerold and Mogens (1985) surveyed 917 office workers in a large Danish town to obtain data on the health effects of job related stress and their possible correlation with age, gender, type of employment status, work hours, level of education and training, work environment and duties.

No relationship was found with age, gender, type of employment, work hours type of office.

However a strong link was suggested between low educational level and health problems, due to the often monotonous nature of the work of low level employees and between the physical work environment and health problems. While mental exhaustion increased with a greater work pace and greater work difficulty, stress was found to be enhanced by both overstimulation and coping with work related stress.

Fischer, Heinz, Dietrick (1985) have discussed the problem of state of health and stress factors in occupation in terms of work conditions and work behaviour based on findings of several research studies that used a heterogeneous cross section of journalist and media professionals in the federal Republic of Germany stress factors (i.e. time pressure, too much work,
irregular work hours, economics) in communication occupations of psychic and physical origins and their effects on the state of health and on the life expectancy of the people affected are discussed.

Rice, Robert and his associates (1985) have assessed the degree to which indirect indicators of job importance moderate the relationship between job satisfaction and life satisfaction using 1971 quality of American life survey of 2164 individuals conducted by A. Campbell et al. (1976) and the 1972-73 quality employment survey of 1496 individuals conducted by R.P. Uinn and Shepard (1974). It was hypothesized that the strength of the job satisfaction and life satisfaction relationship would be positively related to job importance contrary to this hypothesis subjects whose jobs were expected to be more important did not have substantially stronger job satisfaction and life satisfaction relationship than subjects whose jobs were expected to be less important.

The Zoro order job satisfaction and life satisfaction correlations in both samples were stronger than expected. Discussion focuses on the conceptual implications of the failure to find substantial moderator effects.

Savery and Lawsonk (1986) have studied perceived excessive stress in employees of local Govt. (Western Australia) using a self administered questionnaire. Data indicate that about
25% of the subjects reported that they experienced stress often with the major stressors being role ambiguity and role conflict. Although role overload was not perceived as major stressors. It existed for many subjects 27.4% of the subjects believed they often faced immense work demands and 17.8% reported that they often worried about it.

There was a significant drop in job satisfaction with an increase in perceived. Stress and length of the working week, stress management technique are recommended for reducing the effects of stress.

Lester, Varid, Posner etc. (1986) have administered a battery of 8 stress tests of 291 mens and 261 women (Mean Age 38.6 Years) in 7 Occupations were found but differences by sex and age were identified. Women obtained higher scores on recent stressful life events and on anxious reactivity. In general stress scores decreased with age.

Fournham, Adrian, Zacheri Marion etc. (1986) have examined the relationship between dimensions of Extraversion (E) Neuroticism and Psychoticism.(P) and dimensions of job satisfaction in a group computer employees. (N = 88) mean age 22-53 years. Whereas E and lie scores correlated positively with all aspects of job satisfaction. Neuroticism and 'P' scores correlated negatively, with a third of the correlations being significant. There was little evidence of the hypothesized P-E. Fit between personality and job type. Although this may be due to
classificatory and methodological problems. Results are discussed in terms of the necessity of considering personality variables in studies of job satisfaction.

Faurahan, Adrin, Schaeffer and Rosemary (1984) examined the consequences of person. Environment consequence (PEC) at work in terms of J. Holland's (1973) model of vocational preference. It was hypothesized that the subjects who experienced low PEC would have higher level of mental distress and lower level of job satisfaction than high PEC subjects. 82 full time workers completed the self directed search. Job satisfaction blank and an Index of mental health. Results confirm the hypothesis concerning the relationship between PEC, mental health and job satisfaction findings are discussed in relation to other factors that may affect this relationship and to possible responses to poor PEC industry turnover and modification of inconsistent personality traits.

Muttaz and Clifford (1984) have studied the relationship between Education and work satisfaction. They have obtained the data from 1385 workers representing a variety of different occupational groups indicate that Education had an indirect positive effect but a direct negative effect on overall work satisfaction. Results suggest that education may have increased work satisfaction by increasing work rewards. Moreover it appears that most of the educational pay off was in terms of intrinsic rewards such as work autonomy, task significance and
task involvement. However findings also indicate that education that do not lead to greater intrinsic rewards significantly reduced work satisfaction. Thus, for subjects who reported equal level of intrinsic rewards. Work satisfaction tended to be considerably lower among the better educated subjects. This effect appears to be due to higher aspirations or work values associated with increased education.

VIZEK - Vidonic and Vlusta etc. (1984) had used the psychological stress proposed by R.L. Lazaras (1966) to investigate the relationship between personality traits and level of stress reactions in 170 blue collar workers who worked under unfavourable conditions (including shiftwork) and who had scored significantly higher than the norm in stress indicators. Subjects were administered inventories of personality traits that assessed Type - A (Coronary Prone) personality and stress reactions in a group setting. Results show that the personality traits of risk taking, achievement and independence work significantly related to stress indicators of job dissatisfaction, life dissatisfaction, psychosomatic symptoms, depressions, anxiety and low self esteem. Personality dimensions of activity and responsibility were significantly associated only with the stress indicator of low self esteem. It is suggested that subjects who have higher degree of independence, need for security and need for achievement will adopt better and have less stress to unfavourable working conditions in the long run.

Shrivastava A.K. and Sinha M.M. (1983) administered the
job involvement scale and job anxiety scale of 200 old semi skilled industrial employees (Mean age 23 to 44 years.) ANOVA indicated that subjects job involvement played a significant role in determining their degree of anxiety with regard to all aspects of the high, moderate and the low job involvement groups were found to decrease in that order. The increasing level of job involvement enhanced the degree of job anxiety. The correlation of coefficient between job involvement and overall job anxiety for all subjects was found 24.

Das.D.lal (1984) investigated the influence of perception of change in interpersonal relations against age, caste, level of education, wage/salary, working satisfaction 27 managerial staff members (Mean age 38 years), 67 supervisors (Mean age 41 years) in a cotton textile mill in India were interviewed using a structured schedule. Results show that although 59% of subjects reported no change in their perception of interpersonal relations. The interpersonal relations among supervisors were more dynamic than among managerial staff. So, who perceived interpersonal relations most often perceived negative change. Work satisfaction was the only variable related to perception of change in interpersonal relations. In this study it is also suggested that the employee who is highly integrated and involved in the organizational network of interpersonal relations is also more satisfied with work than the employee who is not.

Nair and Kulkarni (1984) investigated the effect of
adjustment to home, health, social and emotional aspects on the job satisfaction of 80 white collar workers. (Mean age 21-59 years). Subjects were administered the Bell's Adjustment inventory and the Index of job satisfaction. ANOVA showed that subjects low in home, social and emotional adjustment were also low in job satisfaction.

Adler, Seymour and others (1985) examined the casual influence of cues concerning an individual's own task satisfaction on subsequent task description in two experiments with 104 undergraduates. Subjects were asked to perform a laboratory task and complete a task satisfaction instrument. Subjects were randomly told that their score indicated either a high or low level of satisfaction.

Results demonstrate that job characteristic and job satisfaction correlations that are based on crossectional collected self report data can not be seen as unequivocal support for the effect of job characteristics on job satisfaction.

Sarata B.P. (1984) examined whether job satisfaction would follow modification in the work situations of 162 youth care workers (Mean age 19-63 years) and whether benefits associated with increased participation would be comparable to those associated with a high autonomy conditions. Difficulties encountered during the implications of change in work settings were also studied. Changes implemented at increments plus increased staff autonomy, or salary increments were followed by
increased level of satisfaction with pay and overall satisfaction with work.
Difficulties encountered during implementation of the high autonomy procedures led to decreased satisfaction with supervisors. Implementation of the high participation procedures was followed by decreased satisfaction with coworkers.

Jamal, Muhammed (Canada) (1985) have administered a questionnaire measuring job stress and organizational commitment to 283 blue collar workers (Mean Age 34 years) and 227 middle managers (M. age 43 years) at a Canadian Organization. A measure of job performance was obtained through supervisor ratings. Four types of relationship between job stress and performance were proposed. (Curvilinear/Ushaped, Negative Linear. Positive linear and no relationships). Analyses generally supported the prevalence of negative leaner relationship between job stress and supervisory ratings of performance. Subjects organizational commitment significantly moderated over 50% of the relationship between job stress and measures of job performance in both managerial and blue collar samples. It is suggested that building and enhancing employees organizational commitment may be an important mechanism in corubating some of the aversive effects of job stress on individual and organizations.

Firth and Jenny (1985) have described the five case studies to illustrate the personal meanings people attach to feelings of stress, which they perceived as caused by or affecting
their work. In each of these cases, the personal meanings were reached by the psychodynamic method of exploring defenses via the relationship between client and therapist. It is suggested that this method goes further than most qualitative interview studies in that. According to folkman (1982) largest proportion of the stressful events occurring in paid work involves interactions with a colleague.

Handerson, Monika and Michael (1985) presents an approach to the study of social support at work that emphasizes the natural and type of social support. 100 employees (18 to 60 years) in a range of occupations rated the frequency of engaging in 12 types of social and work related activity with each of the four work colleagues varying in degree of intimacy. They also rated usefulness of this approach and also suggest that the type of work relationship is associated with different sorts of socially supportive activities and that there affects stress but not satisfaction. Reduced stress in the work place was associated with the existence of at least one high intimacy colleague and with friendly but not intimate interactions with low intimacy colleague.

These findings are discussed in terms of interactions among type of support given, source of support and outcome.

Hendriy and William (1987) have studied the job stress and life stress their causes and consequences. Absentism rates, individual performance measures, cold flue episode(CEF) and stress
level measures were collected on 463 US Deptt. of Defence Civilian employees, along with a series of hypothesized determinants of these factors.

Results indicate that job stress resulted from two major sources, the supervisor and job design characteristics. Life stress was affected mainly by family spouse relationships. Finally, job performance was affected directly by commitment to the job and indirectly by job stress and job satisfaction.

McGee, Gail, Godson, Jane etc. (1987) have studied job stress and job dissatisfaction influence of contextual factors. For this purpose, they have identified 135 employees high in stress and low in job satisfaction, 97 employees low in stress and low in job satisfaction.

Comparison of the two groups (using measures of leadership style, bases of power, job related problems, job challenges and perceptions of organizational communication and practices) indicated that highly stressed subjects remained satisfied, perceived their jobs as more challenging and interesting, perceived organizational communication as more timely and useful, perceived fewer supervisory problems and worked with managers.

Furaham, Adrian and Lindsay (1986) Conducted two studies as sex differences and job satisfaction that attempted to overcome methodological shortcomings of previous research in this area. In Exp. I, beliefs about the causes of job satisfaction were examined in questionnaire data 84 males and 60 females (Aged 18 to

24
over 60 years). Sex difference did not relate to these beliefs. For both sexes the variables that were related as most important to job satisfaction were being able to use ones skills and abilities. Pleasantness of the workplace, liking on is co-workers, pay and variation in work tasks. In Exp. II Sex and sex role differences in job satisfaction were investigated in an additional 40 males and 42 females. No sex differences in overall job satisfaction were found. Although females were generally more satisfied with their working conditions than were males. Sex role showed no relationship with job satisfaction either as a main effect in interaction with sex, age, education or mental status.

Olson and Tetrick (1988) explored the impact on organizational restructuring on perception of role clarity and role overload relationship with supervisors and satisfaction with company/job supervision and security. The effect for satisfaction with security was found only for subjects who had experienced a job change.

Clisalve, Vincent. Lubbers etc. (1988) etc. have investigated how organizational members perceived causes of stress when asked with free response format and examined gender differences in male and female perceptions of job related stress. 85 female and 63 male professionals (Age 23-60 years). generated 1001 personal causes of stress in the workplace. Using content analysis two general clusters were developed.

Work content (demands imposed by the job) and work context

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Results indicate that (1) unpleasant internal task duties and other people's attitudes/behaviour created stress more frequently for men than for women and (2) workload and power created stress frequently for women than for men.

Zahrly and his associates (1988) have studied effects of stress related variables (role conflict, role ambiguity, and perceived symptoms of stress. After 4 and 8 months on the adjustment of 80 workers at a new manufacturing facility to new jobs. The Minnesota satisfaction questionnaire measure was used.

Results indicated that role conflict was significant predictor of job satisfaction and emotional exhaustion. Symptoms of stress influenced, but role ambiguity was poor predictor of either job satisfaction or stress influenced.

Brahn and John (1989) have discussed the positive side of stress to show how it can be used to encourage personal and professional development through the willingness to take risks, initiate change and nature personal strength job satisfaction is also discussed in relation to views of work as either a necessity (a job) or a part of a life span (a career) since work provides economic substance, social support and identify and self esteem. It is argued that the views of work helps to determine whether job stress is perceived as an opportunity to pursue other options. It is also noted that job allowing greater personal control also
allow opportunity to respond positively to stress.

Taylor, William and Josheph (1988) examines occupational stress research and concludes that psychological factors can affect job satisfaction, work adjustment, work attitudes and overall wellbeings in the work environment. A model by R.D. Caplan et al (1975) is presented that categorizes factors affecting worker health into five variables the objective environment, the subjective environment, responses to stress/strain, the person and personal environment fit and social support.
Elton Charles and Smat John (1988) have investigated J.L.Holland's (1985) construct of congruence with job dissatisfaction among 792 men and 1077 women. Who were working in 1980, using data from an earlier study (A.W.) Austin 1982) A congruence scale was developed based on a job aspirations as freshmen in 1971 graduating major and actual job in 1980. Pattern of relationships identified by median. Results indicated that women working in social environment were more dissatisfied with extrinsic aspects of their job than those working in other environments. Women were dissatisfied with income, frings benefits and opportunity for promotion.

Leigh and Janes etc. (1988) have examined the impact of psychological climate and perception of management control on relationships of role conflict and ambiguity with job satisfaction and intentions to change jobs. Based on a survey of 423 subjects. It was determined that these two factors predominantly accounted for the shared variability inherent in the relationships considered. Relationships of role conflict and ambiguity with pay and promotion satisfaction and with turnover intentions were the most heavily affected. Relationships of role ambiguity with overall satisfaction and with work itself were also affected.

Smart. John and Ethington (1987) have studied intrinsic, extrinsic and overall job satisfaction in data for 2165
women in male dominated careers, sex balanced career and female
dominated career. Subjects were college women.

Results indicate that the effect of occupational sex
segregation are appreciably different for women employed in private
and public organization.

Pandey, Ashok and Prakash (1984) have studied the
relationship between achievement motivation and job satisfaction
of industrial employees. They have tested the hypothesis that
satisfaction levels will be higher for employees with high
achievement motivation than for employees with low achievement
motivation, using 100 railway supervisors. Satisfaction was
invented in 4 areas. Job management, personal adjustment, and
social relationships.

Results shows that subjects with high achievement motivation
were, on the whole, more satisfied than subjects with low
achievement. However the difference was not significant for job or
management factors.

A.K. Shrivastava (1991) has studied the relationship
between employees role stress and mental health and moderating
effect of adopted coping strategies on this relationship.
Three hundred employees of supervisory cadre from Life Insurance
Corporation participated in the study Following measuring tools
were employed to assess the extent of organizational role stress
and mental health and mode of coping. Organizational Role stress
developed by Pareek (1981), mental health questionnaire by Srivastava and Bhatt 1973 and the projective instrument for coping strategies developed by Preek (1983).

The obtained data were analysed in terms of mean, SD Critical ratio, coefficient of correlation, moderated multiple regression analysis and correlational analysis in two coping groups. Pearson correlation were computed between the scores on various dimensions of organizational role stress and Mental ill Health. The correlation matrix makes it apparent that various dimensions of role stress significantly (+). Correlates with the symptoms of mental ill health. The results indicate that stress arising from role ambiguity and role stagnation correlates most intensity with overall mental ill health. It was noted that overall role stress correlated most intensively with somatic concomitants of anxiety.

The analysis indicated that employees role stress and mental ill health positively correlate (r=.84) It was also noted that, while making the comparison between approach and avoidance - coping groups with regard to their stress and mental health, approach coping group scored higher (m= 153.5) on the measure of role stress in comparison to avoidance coping group (m114.5). But the 'approach' group manifested lesser symptoms of mental ill health (m=57.52) The study also revealed that approach coping strategies alleviate the adverse effects of high role stress on psychological well being of the focal employees.
Gita Mehra and P.C. Mishra (1991) have studied the mental health as a moderator variable of intrinsic job satisfaction and occupational stress. In the present study an attempt was made to explore the potential moderator effect of mental health on the intrinsic job satisfaction occupational stress relationship. The mental health inventory developed by Jagdish and Shrivastava (1983), the S.D. employees inventory developed by Shrivastava and Singh (1981) were administered on a sample of 250 blue collar industrial workers of Uptron India Ltd. in Lucknow. The sub-group analytical strategy and moderated regression analysis were applied for determining the effect of mental health on the relationship of intrinsic satisfaction and occupational stress. Moderated regression analysis confirms that mental health has a moderating effect on the intrinsic job satisfaction occupational stress relationship.

Durganand Sinha (1961) have conducted the study at one of the largest machinery manufacturing plants in South India during 1961. The main investigation was conducted on a sample of 100 workers drawn from different sections of the plant. (Mean Age 18 to 15 years) fifty one of them were married and the rest were single. Their monthly income ranged from Rs. 40.00 to about Rs. 150.00 with mean of Rs. 90.00.

The present investigation brings out clearly the association of certain factors with the workers satisfaction. Job satisfaction scores have been found to be related to a variety of personal background factors and to different behavioural variables. Skill
and Length of service are closely related to job satisfaction.

Apart from skill and length of service, the relationship between other background factors and workers' satisfaction was not so close as to reach the accepted level of statistical significance. Certain trends were, however, noticeable. Older workers and those who belonged to very low educational levels tended to show greater satisfaction. However, married workers were slightly satisfied. While higher and lower income groups showed more satisfaction the middle earning group was the least satisfied. Employees who had to support many dependents showed less satisfaction.

Monk and Timothy H. (1988) offers 13 suggestions as to how workers can cope with the stress generated by night. Shift work. A theoretical framework involving a tried of mutually interactive factors is presented. (Biological sleep, social and domestic coping strategies) strategies include suggestions such as these sleep immediately after a night shift, rather than before it, eat 3 regular meals a day, avoid caffeine before sleep, forge links with other shift working families.

Explored the influence of externality on both organizational and related stress and tested for an effect produced by the interaction of stress in relationship and belief in powerful others. 142 employees were administered on locus of control scale, a work stress scale and relationship stress scale. Chronic relationship stress accounted for 15% of the variance in work
stress, locus of control, specifically strength of belief in powerful others, was related to work stress but not stress in primary relationships. Although popular belief is that work stress affects the family domain. The present findings indicate that the opposite effect also occurs.

Investigated differnces in amount of role stress for salesman and saleswomen had tested the impact of 5 dimensions of role stress on job satisfaction and job performance for both sexes. Analysis of cross sectional mail survey, using 90 saleswomen and 50 salesman. Showed saleswoman were slightly higher on role overload than salesman. However, few differences between salesmen and saleswomen were found. When role stress dimenstions were used to predict job satisfaction or job performance. Results run centrally to negative stereotypes of women in sales position.

Kumar and Harmesh (1986) was studied Age and achievement motivation as factors in job satisfaction. They have examined the role of age and achievement motivation in job satisfaction in two age group i.e. 20 to 29 and 30 to 39 years. in skilled workers. Achievement motivation was negatively correlated with job satisfaction, the later was higher among younger subjects.

MacMillan and Paw (1987) was studied the occupational stress and behavioural changes in 25 secretaries employed at
Haurentian University Scores on the M.M.P.I. Depression scale, stat-trait anxiety questionnaire, self esteem inventory, Jenkins activity survey and occupational stress questionnaires showed insignificant change in behavioural associated with occupational stress.

Bulkee and Ronal J Chare (1987) identified five research thesis in current research replications and extensions of work environment and health model of Institute of social Research. Type A (Coronary Prone Behaviour) Psychological burnout, social support and the work non-work interface. Limitations are noted in stress research. Methodology that limits the value of much of this work. In addition to addressing these shortcoming, future stress researchers are encouraged to employ longtidinal designs and include measures of physical symptoms.

Stress researchers should concentrate on stress process, blue and pink collar workers, stress of women, sex differences in stress dynamics and the work and family and social interface.

Watson, David (1986) have studied the stress and satisfaction in workplace. Present evidence demonstrating that stress, health, Psychological adjustment and subjective dissatisfaction are highly intercorrelated and reflected common underlying factor of negative affectivity. Negative affectivity is stable and pervasive personality dimension. High N.A. individuals report more stress, distress and physical complaints even in the absence of any subjective stressor or health problem. N.A. may
operate as a substantial nuisance factor in many area of research. To circumvent its effects/influence investigators can use nonsubjective measures of stress and health. A-2 factor of model of stress and satisfaction is presented that includes, in addition to NA, the dependent factor of positive affectivity, a trait reflecting positive feelings about oneself and one's life.

Crap, Michael et al (1986) have studied the stress at work a comparative study of men and women workers. They have developed and administered a work-events inventory to 60 males and 41 females. (21-51 years). The average number of years of worked was 9.63 for males and 10.39 for females. Administration resulted in 2 categories of dependent variables.

1) The assign work value given 26 work events when each was compared to the stress relating to the first week on the job.
2) the bipolar rating undesirable desirable for each work events.

Results indicate that both males and females found non people oriented job responsibilities, less stressful than people oriented job responsibilities. It is noted that performance evaluation contributes less to stress. Results further indicate that poor relationships at work and thwarted career development may contribute to the onset of stress for individuals. There was no difference between males and females concerning the six least stressful events but only four of the six most stressful events for females are induced in the males list. Females rated the stress factor significantly higher than males for all 26 work
Findings indicates that increased attention to personal relationship at work and the career development of all employees especially women is required.

Marshall and jdi (1986) was examined the potential value of focusing on particular occupational groups separated to achieve complex understandings of the environmental and personal pressures that contribute to individuals experience of stress is discussed particularly for 4 occupational groups - Police, Social workers, nurses and teachers. Three processes through which contextual forces contribute to stress for public service workers are -

1) the implications for the worker concerned which confronting fundamental existential conflicts as essential ingredients of their job.

2) Other peoples protections of relevant stero types into the unresolved anxiety surrounding. It is concluded that the type of ecological awareness appropriate to understanding a particular occupational groups experience of stress will depend on the core definitions of its role.
One hundred fifteen professionals and 137 blue collar workers employed in a state government were compared to examine. The quality of the professional work experience data on job satisfaction, work characteristics, and aspirations for intrinsic fulfillment through work were collected via a questionnaire. Results show no difference between the 2 groups in job satisfaction. However, professionals rated their jobs as significantly lower in skill variety, task identity, task significances autonomy and knowledge of results. Professionals also believed that their jobs should provide and less intrinsic fulfillment that did the blue collar worker (Cherniss, and Kane, 1987).

Osipove (1987) conducted a field study using the measures of occupational stress, strain, and coping scales developed by S.H. Osipow and A.R. Spokane (1983) to test the relationship of coping resources as moderators to stress/strain relationship (SSRs). Subjects were 175 university students. It was found that role overload is the most significant source of strain but that coping resources contributed to moderating the relationship.

Howell, Bellenges and Wilcox (1989) surveyed 226 sales managers, 220 advertising managers, and 22 unclassificable managerial personnel employed by fortune 1,000 companies to investigate the relationships among role
stress, self esteem, and job satisfaction. 2,000 questionnaires were mailed and 468 responses were obtained. The questionnaire included a self esteem scale designed by M. Rosenberg (1966), role conflict and ambiguity scales by J.R. Rizzo et al. (1970), and job satisfaction items by P.C. Smith et al. (1969). Results indicate that (1) role stress is inversely related to job satisfaction for Ss; (2) high self esteem reduces role stress, indirectly affecting job satisfaction.

One hundred thirty five employees high in stress and low in job satisfaction were identified. Comparison of the 2 groups indicated that highly stressed Ss who remained satisfied perceived their job as more challenging and interesting, perceived organisational communication as more timely and useful, perceived fewer supervisory problems, and worked with managers whom they perceived to be high in referent power (McGee, Goodson, and Cashman 1987).

Twenty white collar supervisors, 20 white collar workers, 20 blue collar supervisors, and 20 blue collar workers completed job involvement and job satisfaction questionnaires and a demographic survey. Pearson product moment correlation was used to find correlations between job involvement/satisfaction and job qualifications, age, education, marital status, number of dependents, number of
job changes, sex, present position in the company, and income. Positive relationships were observed (Chadha, and Rajinder Kaur, 1987).

The first purpose of a study by Rotberg and William (1989) was to explore the relation of socioeconomic status (SES), race, gender, career self efficacy, career interests, and sex role orientation to careers. The second purpose was to determine the relation of SES, race, sex role orientation gender, and career interests to careers self efficacy. Results indicated that career interest and career self efficacy expectations significantly predicted range of perceived career options above and beyond the contribution of the other dependent variables. Similarly, careers interest and sex role orientation predicted self efficacy expectations.

Porwal (1987) investigated job satisfaction among 100 officers and clerks of nationalised and non nationalised Indian banks. A job satisfaction instrument was administered. Results show that job satisfaction did not differ significantly between the 2 types of banks. It is asserted, however, that in the long run, nationalisation may lead to a higher level of job satisfaction and an increase in efficiency.

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One hundred one senior, white collar, Indian employees completed the Union commitment scale and measures occupational stress, social support, job dissatisfaction, and anxiety. Significant differences appeared between high and low commitment Ss and levels of anxiety, irritation and depression. Results confirm a relationship between job satisfaction and union commitment (Joseph, 1987).

Twenty five supervisors and 50 workers of a private sector organisation completed need satisfaction and job involvement measures. Results reveal a negative relationship between number of jobs changed and perceived importance of social need. Perceived importance of self actualization needs was negatively correlated with education and for workers, positively with number of dependents. For workers, there was a negative correlation for perceived strength of ego need with age, experience, and tenure, perceived satisfaction of social negatives positively correlated with number of job changed and experience. For supervisors, job involvement had a positive correlation with number of job changed and number of dependents (Agarwala and Chadha, 1987).

Seventy three US military officers stationed in Germany completed a job related tension index. Data were analysed by item comparison, factor analysis and cluster
analysis. Work load, work design, job qualifications, performance evaluation and organisation structure were identified as stress precipitators. Cluster analysis yielded 3 groups of Ss with different stress frequency patterns. These groups were labeled achievement centered, organisation centered and self actualization centered (Rogers and Shani 1987).

Chamberlain and Jones (1987) compared the effects of types of letter sorting technology on job stress and satisfaction. Manual sorting (assigning letters to classified pigeonholes) was judged to provide elements of discretion, autonomy, and social interaction computerised of work in which a keyword is used to enter postcodes was introduced. Between and within 8 methodologies were used in the analysis of data from 160 Ss engaged in sorting. In addition, these groups were compared with 36 supervisors and 26 engineers also working in the sorting area. Findings show that (a) Higher levels of satisfaction were found among manual sorters and those spending 50-75% of their time in code - sorting (b) stress was closely related to satisfaction in the codesort group but not in the manual group, and (c) in manual groups and in supervisors, stress was manifested in fatigue, but in the codesort group stress took the form of anxiety.

Lang & Voges (1987) examined the congruence
between male prison officers (POs) perceptions of job related stress and views perceptions of their husbands stress. A sources of stress were administered to 301 POs. Their wives were asked to identify the sources of stress in their husbands job and to complete the GHQ. Separate factor analyses of the SSQ for the POs and their views revealed similar factor structures and the pattern and magnitude of the stress reported by the couple varied within motors. Wives reported greater stress. Originating from the violent in a prison village than their husbands. It is suggested that the wives accurate perceptions arise as the results of subjective assessments communication which is facilitated by particular features of the work and work environment.

Northcott and Lowe (1987) studied gender related average perceptions of working conditions and job satisfaction scores for 186 male and 98 female letter carriers and 32 male and 60 female letter sorters in Canada. The sorting job was highly automated and depersonalised, in contrast to the autonomy of the letter carrier job. There was little evidence that gender interacted with working conditions or perceptions of working conditions to produce significantly different levels of job satisfaction for men and women. Overall, letter carriers were better satisfied with their work than were letter sorters. Regardless of sex, job satisfaction was a reaction to work organisation and content. A longitudinal study was conducted in Papua New Guinea to investigate the job attitudes and
organisational perceptions of newly recruited bank employees; 147 Ss (Age 16-33 yrs) were administered questionnaire during their initial training phase and 119 of these Ss completed questionnaire at a 2nd training session 6 months later - Significant relationships were observed between Organisational commitment and job satisfaction. The influence of perceived job attributes on affective responses varied across time. Job satisfaction was significantly related to span of subordination, while formalization was the only structural factor to have any impact on organisational commitment, findings highlighted the importance of examining organisational context and the stage of an individual’s careers when assessing determinants of work orientation (Driscall, 1987).

Modification in stress, as measured by the State – Trait Anxiety Inventory, were assessed on working and rest days for 25 male bank employees with varied use of videodisplay termals (VDTs). Results show that while on work days state anxiety increased over that on rest days, it did not vary with respect to use of VDTs. State anxiety significantly covered with scores on trait anxiety. Findings suggest that while increases in state anxiety can be induced by use of VDTs, they are not proportional to the amount of use but rather depend on such factors as personality (Cipolli, Rovesti, et al 1988).
Nineteen items rated by 207 Canadian controllers as stress producing were administered to 164 New Zealand controllers. The overall level of stress perceived by both groups was similarly. Four of the 5 highest stressors were the same of both groups equipment limitations, workload in peak traffic situations, fear of causing accidents and poor quality of working environment. Results from the New Zealand study were factor analysed and 8 orthogonal varimax factors were isolated. In general, stress appears to be endemic to this occupation. Problems of supervision, physical job conditions, work organisation, and variability in task load were also perceived as major occupational stresses (Shouksmith and Burrough, 1988).

Hodapp, Neuser, and Weger (1988) evaluated a causal structure linking antecedent variable with stress. Antecedent variables comprise work environment trait anxiety, age, and weight. Cognitive appraisal processes are conceived as intervening variables that may be assessed by general job pressure and general job dissatisfaction questionnaire. It was hypothesized that job pressure results from a accumulation of negative conditions whereas job dissatisfaction arises from a lack of positive attitude.

One hundred blue collar and white collar workers and supervisors in an Indian factory completed job stress, job involvement, and job satisfaction, questionnaires.
Results indicate that stress was significantly related to involvement for both blue collar workers (BCWs) and white collar workers (WCWs). However, stress was significantly related to satisfaction for (WCWs) only. For WCWs, high stress led to low involvement. Among both blue and white collar supervisors and BCWs, stress showed no significant relationship with satisfaction (Rajinder Kaur and Chadha, 1988).

Lowe and NOrthcott (1988) examined the effects of working conditions and personal characteristics on depression, irritability, and psychophysiological symptoms in 992 postal workers, about half of whom were female. Results show that males and females responded similarly to stressful jobs, although women tended to report slightly higher levels of distress. Regression analysis revealed that, although gender exerted a small but significant non effect, perceived job characteristics, especially receiving competing demands and the degree of variety and challenge, were the best predictors of distress.

One hundred ninety one secretaries at a Canadian university undergoing office computerization completed questionnaires related to stress perception and prior experience with office automation. Ss without previous experience reported higher levels of stress associated with work content aspects such as task difficulty and interest in the task, whereas Ss with prior experience reported greater
problems with contextual aspects such as training and instruction (Dolan, and Tzinor, 1988).

Fifty eight male white collar workers provided questionnaire based data on their job satisfaction, demographic variables, and mood in the workplace. Stress and arousal dimensions of mood were measured on each of the 5 days of the working week, using a stress arousal checklist. A strong association between job satisfaction and stress was found, with low job satisfaction being associated with high stress.

This association did not reflect the confounding of job satisfaction with demographic variables and was not modified by day of week. Job satisfaction and arousal were not related (Hollingworth, Mathews and Gerald, 1988).

Balschom, (1988) investigated social relations between 419 female clerical and secretarial workers (aged 20-66 years) and their bosses. A measure of social support from boss, coworkers family, and friends and the job descriptive index were administered. Interviews on health status were conducted with 18 Ss to follow-up on a health status self report. Results indicate that a major source of job stress was an unsupportive loss, characterized by failure
to delegate authority, inconsistent supervision, and open emotional or sexual harassment.

Klein (1988) investigated the contribution of psychological socioeconomic, and background variables to job satisfaction (JS) in 131 dual career couples. Response from Ss on questionnaire show no significant differences between fully employed and underemployed (i.e. position requiring less education than that obtained by spouses or couples on JS, across all employment statuses, only the psychological factors (i.e. self esteem, career salience, home salience) were significant contributors to JS. It is concluded that on expanded theory of JS incorporating measurement changes increase the sensitivity of the employment status variables is needed.

Mayes and Ganster (1988) developed a coping model that views political behavior as a fight response and turnover as a flight response to job stress. Data were collected from 73 professional, public employers, and turnover dates at 13 mo were examined. Results indicate that turnover behavior was the ultimate organizationally relevant outcome of coping behaviors. Job satisfaction and commitment were significantly related to intentions to leave. Political action was related to person-environment fit. The relationship between role ambiguity (RA) politics was moderated by commitment. Less committed Ss exhibited
political behavior in response to RA. Intention to leave and political action predicted retention/turnover variance.

Leigh, Lucas and Woodma (1988) examined the impact of psychological climate and perceptions management control on relationships of role conflict and ambiguity with job satisfaction intention to change jobs based on survey of 423 Ss, it was determined that these 2 factors predominantly accounted for the shared variability inherent in the relationships considered. Relationships of role conflict and ambiguity will pay and promotion satisfaction and with turnover intentions were the most heavily affected. Relationships of role ambiguity with overall satisfaction and with work itself were also affected. Role perceptions job attitudes were directly tied to perceptions about the broader organisation.

Summers and Decotiis (1988) tested 3 hypothesised gender differences with regard to job satisfaction, using questionnaire data from 74 husband and wife management teams. Females reported significantly higher satisfaction with advancement and compensation. The hypothesis that females would be less satisfied than males with work relationships was not supported. No difference were expected, and none were found for satisfaction with the work itself and satisfaction with company policies and procedures.
It is widely accepted that job conditions are a causal factor in stress outcomes for employees. This conclusion, however, is based almost entirely on single data source, self report studies, which demonstrate correlations between environment perceptions and stress outcomes. This study collected stressor data from two sources, the job incumbent and her supervisor. Convergent and discriminant validities were found for three stresses (autonomy, workload, number of hours worked, and number of people worked for) for not for three others (role ambiguity, constraints, and interpersonal conflict). Correlations were found between perception of stressors and outcomes, the latter including both affective and symptoms. Smaller correlations were found between supervisor reports of stressors and outcomes, the latter including both affection and symptoms. Alternative causal models relevant to those results are discussed (Spector, 1988).

Lindstrom (1988) assessed age related differences in job characteristics and their relation to job satisfaction (JS) among 4,502 Finnish workers aged 15-64 yrs. Males rated the meaning of work in their lives higher than women, and the meaning of work increased with age among men but not women. Overall JS increased with age and was highest in the oldest group. The most important sources of job dissatisfaction were low salary and time pressure at work the main sources of JS were independence, high content
variety, the job itself, and job security.

Happali and Mallapa (1988) interviewed 40 bank employees to study the relationship of age, length of service, salary, education and marital status to job satisfaction. No correlations were found.

Hunhtanen (1988) surveyed changes in work content, environment, equipment, and workload among 2,120 women and 1,556 men aged 48-62 yrs in 40 blue and white collar occupations in Finland. In addition, 3,881 bank and insurance company employees were surveyed in 1985 and 1987 concerning job demands, occupational stress, and future expectations about information technology. Analyses of the relation between change at work and age show no marked differences between age groups.

Israel et al (1989) examined the interrelationships among key psychosocial factors and their effect on job feeling and on physical and mental health in a survey of 630 employees of a component parts manufacturing plant. Considered one at a time, all of the potential moderators studied showed significant and usually substantial association with the dependent variables. In addition, an examination of the combined effects of these factors indicates that, all of them, with the exception of satisfaction with participation, were independently
consequential for at least some of the stress and health outcomes considered here. The effects of participation were mediated almost entirely through satisfaction with influence, suggesting that it is the influence that resulted from participation rather than participation per se that was consequential for job stress and health.

Joseph (1989) investigated the sources of stress in police work and the impact on different strain variables in 60 police officers. Results show that constables and head constables perceived more stress than their supervisor officers (Subinspectors) in measures of underparticipation, powerlessness, intrinsic impoverishment, and low status. The subinspectors perceived more stress in the measure of responsibility for persons. The constables and the head constables reported more strains in the variables of job dissatisfaction and depression. Specific stresses (except responsibility) and total perceived stress were significantly related to different job related strains, affective, strains, and psychosomatic complaints.

In a study data were collected from a test battery that was administered to 26 male Bangladeshi factory workers in a "high stress" group and to 33 male Bangladeshi factory workers in a "low stress" group. The tests measured stress and arousal, job satisfaction, mental health, self esteem, and heart rate. Absenteeism data were collected from office
records. A significantly greater number of high stress Ss were dissatisfied with their work and reported poor mental health than the member of the low stress group (Rahman, 1989).

Sharma and Sharma (1989) examined the relationship of organisational climate (OC) with job satisfaction and job anxiety among groups of 50 officers and 50 subordinates (clerks/assistance) working in different units of an institution of higher studies. OC was positively related to job satisfaction and negatively related to job anxiety in both officers and their subordinates. These correlations were stronger for subordinates in the leadership and communication dimensions and stronger for officers in the interaction influence, decision making, and goal setting dimensions of OC.

Lagace (1989) investigated differences in amount of role stress for saleswomen and salesmen and tested the impact of 5 dimensions of role stress on job satisfaction and job performance for both sexes. Analysis of a cross sectional mail survey, using 90 saleswomen and 50 salesmen, showed saleswomen were slightly higher on role overload than salesmen. However, few differences between salesmen and saleswomen were found when role stress dimensions were used to predict job satisfaction or job performance. Results run contrary to negative stereotypes of women in sales positions.
Johnson (1989) explored the predictability of psychological distress from perceived work and nonwork stress and dissatisfaction for 108 white adult female clerical workers. A stress diagnostic survey was used to measure perceived work stress, as was a modified version of the Life Experiences Survey. Perceived work satisfaction was measured using the job descriptive psychological distress. Nonwork variables contributed more to perceived psychological distress contributed more to perceived psychological distress than did work variables.

Brunk, Jansen and Vanyperen (1989) examined the effect of subjective social support (SSP) on stress reactions in 976 employees in High Stress (HS) and Low Stress (LS) work units from 15 Dutch organizations. Ss completed an organisational stress questionnaire (N. Van Dijkhuizew, 1984); measures of work stressors and SSP and a medicate examination. SSP seemed to reduce the negative (stressful) consequences of inability to leave the work site, role overload, lack of participation, and job future anxiety. Consistent buffering effects were also detected with regard to cognitive anxiety and negative affect.

Manning and Osland (1989) investigated the relationship between stress and absenteeism among 147 non managerial white collar employees (aged 21-62 yrs). Frequency hours, and length of absence (1 day, 2 day, > 2
day) and variables representing were examined. Small but consistent relationships were found between prior absence (1 day, > 2 day, and total absence) and stress measure, including work events, work conditions, life events, life conditions, job satisfaction, strain and negative effect. Two sets of variance were identified from the prior absence measures, short and long term, that were both related to stress. No relationship was observed between stress and subsequent absence, contradicting the commonly held view that work absence, is a coping response to stress.

Matched samples of 197 police officers (POs,) 127 firefighters (FFs,) and 163 other municipal employees (OMEs) were compared with regard to self reports of stress and mental, physical and behavioral problems reflecting strain resulting from stress. All Ss were white males aged < 35 yrs. Measures used included the Cornell Medical Index Health Questionnaire. Strain was greatest among the OMEs and least among the FFs. POs as a work group did not appear to experience more health and social problems than the other occupations (Peddleton, et al 1989).

Frankenhaeuser et al (1989) compared 15 male and 15 female middle managers and 15 male and 15 female clerical workers (aged 30-50 yrs) from a large corporation in Sweden on measures of stress and general work situation. In part 1, data were collected from interviews, a health check up, and

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questioners measuring variables such as masculinity femininity, psychosomatic symptoms, and Type A behavior. In part 2, measurements of cardiovascular and neuroendocrine functions and self reports, of stress on, and the job day after work. Group differences that emerged suggest slower unwinding in female managers. Differences related to occupational level and/or sex were found for autonomy and social support at work, competitiveness, sex role and conflict between work and family.

Barucki (1989) investigated the interaction effects of both global self esteem and sense of interpersonal competence on the relationship between perceived organisational stress factors (role conflict, role ambiguity, and role overload), job related strain (anxiety, irritation, and depression), and such long term negative consequences of stress as job dissatisfaction, low job performance, poor organisational commitment and psychosomatic complaints. A moderated multiple regression analysis and subgroup correlation analysis was performed on questionnaire data obtained from 107 male low level managers. Results show that the sense of interpersonal competence effects are more useful in moderating the impact of organisational stress factors on the short term as well as long term negative consequences of stress.

Singh, Rani (1990) examined the relationship
between levels of occupational stress and social support in 113 flight nurses (primarily aged < 40 yrs). Subjects completed demographic, social support, and occupational stress questionnaires. Hans Selye's stress response model was used as the conceptual framework. Subjects reported low levels of occupational stress and high levels of social support. Significant negative correlations were found between social support and 3 of 4 occupational stress subscales job dissatisfaction, organisational stress, and somatic distress. High levels of perceived social support were associated with low levels of perceived occupational stress.

Questionnaire data from 47 steel pipe mill workers (aged 22-64 yrs) were used to test hypotheses concerning job demands, personal control, age, and somatic complaints (health strain). Consistent with one hypothesis, perceived demands correlated positively with health strain. Contrary to a 2nd hypothesis, there were no moderating effects of control on the relationship between demands and health strain, except for older Ss. Older Ss perceived fewer demands and less health strain than younger Ss when they perceived control over their work (Perrewiy and Anthony, 1990).

Cummins (1990) examined the buffering model of social support, and particularly the moderating effect of
supervisory support on the relationship between job stress and job dissatisfaction for 96 employed graduate and undergraduate business students (aged 20-49 yrs). Results were consistent with the hypothesis that supervisory support acted as a stress buffer only for individuals who were relationship oriented.

Beena and Poduval (1992) studied the effects of sex and age on work stress of executives in Kerala culture in terms of experienced stress level and degree of stress in male Vs female executives and age difference with a gender. Where 40 male and 40 female executive (aged 24-45 yrs) completed a questionnaire, it was shown that gender and age differences significantly affected stress experience. Female executives showed greater stress, suggesting that they experience a greater amount of work change and associated consequence of work family conflict, societal expectations, and behavioral norms that women faces as they occupy a combination of roles.

Jones - Johnson and Johnson, (1922) examined the effects of subjective underemployment (SU) on psychosocial stress (PS) and the moderator effects of perceived social and supervisor for 212 government agency employees (aged 24-70 yrs). Multiple regression analysis was used to examine the relationship between SU and PS. As expected results revealed a significant positive relationship between PS
depression, frustration, hostility, and insecurity. Supervisor support was positive and significantly related to PS, but social support was not.

Two hundred twenty eight employees (aged 18-56 yrs) completed questionnaires regarding their physical work environment, types of work, and attitudes, elements of the physical work environment included type of office, personal computer (PC) use, and ergonomic furniture types of work included clerical, professional, managerial, and supervisory. Ss attitudes were satisfaction and environmental perceptions. ANOVAs revealed both direct and interactive effects. There were differences between Ss with and without PCs and ergonomic furniture on various attitudes and perceptions, differences, were also found across office types, as were interactive effects among work types and office types. Results support the hypothesis that relationships among these variables are complex and interactive and illustrate that perceptions of the physical environment are moderated by the job level and the type of work people perform (Carlopin and Gardner, 1992).

Dewe (1992) explored the roles of primary and secondary appraisal as they relate to work stress, using qualitative and quantitative methodology. Seventy three staff at a New Zealand Company planning to restructure completed a questionnaire regarding stresses they were
experiencing. Subjects also completed a checklist on which they rated their likelihood of using different coping strategies. Responses were grouped into those describing task requirements dealing with people and dealing with job uncertainties. Regarding primary appraisal, factors that made the situation most demanding for Ss were issues related to how it made Ss feel and issues of control and planning. Secondary appraisal regarding what Ss could do about events yielded responses in which action could be, could have been or could not have been be taken. Factor analysis showed that the coping checklist was not robust.

Duvall, Kimberly & Benedict (1992) examined the relationship between workplace architectural privacy and short and long-term overall job satisfaction. One hundred thirty secretaries assessed their level of privacy and their level of job satisfaction as measured by the Minnesota satisfaction questionnaire. Architectural privacy, which is best characterized by having a door to one's workplace, may serve a unique set of functions that is reflected in the satisfaction with particular job reinforcers in the short and long term.

Kawasaki, Norito, Haratani, Takashi and Araki, Shunichi (1992) conducted a 3 yrs prospective study on the effect of job stress on depressive symptoms over time among 372 male blue collar workers in an electrical factory
in Japan. Data were collected at yearly intervals by means of postal questionnaire. Initially 10 job stress variables, 5 major converts, and depressive symptoms (as assessed by the self rating depression scale) were measured. Job unsuitability was a significant predictor of depressive symptoms in the 2nd and 3rd yrs, after control for the initial coverts and depressive symptoms, lack of control over workplace and poor human relations at the workplace were significantly associated with depressive symptoms after 1 and 2 yrs. respectively.

Kalimo et al. (1992) examined the accumulation of work load and strain in the managers of an innovation project group and analysed the role of coping and the integration of the group in this process. Support strategies were developed for the control of the periods of high work load and strain. Results from 8 project managers of a cohesive group and from 8 managers of a disjointed group indicate more negative features in the work situation, weaker group integration, and higher psychological strain.

Bromep et al. (1992) examined physical and psychological effects of occupational stress in 552 Caucasian female blue collar employees of a microelectronics facility. After controlling for demographic and biological risk factors, non work life events, and solvent exposure, job related conflict was associated with depressive
symptomatology, severe headaches, lightheadedness, weakness/fatigue, rashes and presence of multiple symptoms. Solvent exposure did not interact with either of the job stress measures synergistically to increase symptom reports. Although the main effects of social support, when present, were in the direction of reducing symptomatology, the interactive effects of social support and stress on health were inconsistent and dependent on the source of support.

Sixty eight entrepreneurs (ETPs) and 44 managers completed a survey to determine whether managerial and interpreneurial stress differed and to identify factors associated with interpreneurial health problems and job satisfaction. ETPs reported higher role ambiguity, while managers were more concerned about role conflict. Overall, as expected, ETPs reported higher stress and lower job satisfaction than managers. ETPs, particularly those with Type B personalities found ambiguity stressful and were less satisfied when they experienced a lack of direction in their work. Results also showed that ETPs could successfully among conflicting work demands without undue stress. However, they did experience stress when trying to manage the demands of home and work (Buttner, 1992).

Based on findings from the domain of organisational frustration, the conceptual similarity between stress and frustration, and the functional
similarity between frustrated events and work stressors, the relationships of behaviors (aggression, withdrawal, theft, and substance use) with work stressors and affective reactions were investigated. Ss were 400 employees. Relations between reported stressors and behaviors were strongest for more directly aggressive actions (sabotage, interpersonal aggression and hostility and complaints) and for intention to quit. Relations with theft and absence were modest. Among the relations between affective reactions and reported behaviors anger and job satisfaction correlated with all behaviors except substance use at work. Hierarchical regression results show that observed associations between stressors and behaviors were not attributed to affective variables for most cases (Chen and Spector 1992).

Gutek and Winter (1992) tested the theory that job satisfaction is dispositional. If people have stable traits that predispose them to be either satisfied or dissatisfied with their jobs, then job attitudes should be consistent across time and jobs, as B.M. Staw and J.Ross (see, PA Vol. 72:32320) found. Therefore, it should not make a difference whether persons evaluate the job while they are holding it or after they have moved on to another job. Two cross sectional studies (Ns 1,355 and 575) and 1 longitudinal study (N = 168) showed that the finding of consistency of attitudes was not robust. Shift in frames of reference
response shift bias) provided a better explanation for consistency in job attitudes than did individual traits or dispositions. Implications for the interpretation of consistency of job attitudes are discussed.

Matsui and Onglatco (1992) assessed self-efficacy in J.Holland's (1973, 1985) 3 environments (Conventional, investigative and enterprising), 3 sources of occupational stress (role overload, responsibility, and role insufficiency) and 4 types of strain (vocational, interpersonal, psychological and physical) for 435 Japanese female office workers (aged 18-40 yrs). Total self-efficacy in the 3 environments moderated the relationship between stress and strain differently depending on the nature of stress. Ss with low self-efficacy reported higher degrees of vocational strain to the extent that role overload and responsibility were salient. In contrast, Ss high in self-efficacy reported higher degrees of interpersonal and physical strain to the extent that role insufficiency was salient.

Witt (1992) tested 2 hypothesis (1) that measures of organisational politics (Perceptions of Organisational Politics Scale) would be negatively related to ratings of job satisfaction (Hoppock scale) (2) that participation in decision making (6 item scale) would moderate that relationship. Other measures included positive and negative
affect and biodata (race, age, education, tenure, pay grade, and supervisory status). Hierarchical moderated multiple regression analyses conducted on data collected from 1,083 federal employees confirmed the hypothesis.

Niles and Anderson (1993) administered the occupational stress inventory and the adult career concerned inventory to 110 career counseling clients (76 women). Results suggest that men experience high levels of occupational stress (OS) in the form of role insufficiency and high levels of vocational strain (i.e. having poor attitudes toward work) psychological strain (i.e. feelings of depression, anxiety and irritableness) and physical strain, whereas women reported average scores for OS strain and coping men reported higher stress and strain scores and lower coping scores. The case of a 40 yr. old man who entered counseling for the purpose of exploring career options illustrates the overlap between personal adjustment issues and career concerns.

Three hundred twenty clinicians and administrators at a large state hospital/developmental centre were surveyed regarding stressful experiences at work. A factor of stress reports yielded 2 underlying constructs lack of administrative control and practice related stress. A subsequent regression analysis found that philosophical
opposition to behavior therapy significantly predicted job stress. No differences were found between stress levels of staff members who worked with individuals who had mental retardation vs mental illness. Differences existed in reported stress by job categories. Nurses development specialists and psychiatric technicians reported greater job related stress than did other professional groups (Corrigon, 1993).

Himle et al. (1993) examined the perceived levels of work stress and burnout among 399 social workers in Norway working in public welfare offices (PWOs) vs other practice settings (OPSs). Ss were compared on demographic characteristics as well as psychological strains physical health and job performance. Measures included items from Maslach Burnout Inventory. PWO Ss showed significantly greater psychological stress on all measures, greater problems with physical health and greater problems in the area of practice performance than did OPS Ss. Demographic characteristics such as marital status, sex, income and completion of training were also considered. Results show that the type of practice setting plays an important role in aspects of psychological stress, and job performance, and that the strength of these findings may be tempered by the effects of age.

Tsai Sing Ling (1993) examined Chinese nurses perceptions of their work stress Data were based on the
written answers to 2 open ended questions from 137 randomly
selected Chinese nurses working at 3 hospitals. Stressors in
work situations for Chinese nurses were similarly to those
identified in the literature on their Western colleagues in 4
categories, nursing care related to patient condition,
interpersonal relationships, workload and opportunity for
promotion. The differences in stresses reported by Chinese
nurses and Western nurses relate to the greater emphasis that
Chinese nurses place on the value of advanced study and
interpersonal harmony.

Three hundred five retail buyers were surveyed
regarding job satisfaction, job performance, perceived role
conflict and ambiguity, intrinsic motivational orientation
(IMO), perceived role benefits, and psychological
withdrawal. The strongest effects of coping were associated
with IMO. More intrinsically oriented buyers reported less
perceived role conflict and ambiguity and greater job
satisfaction. In addition to reducing stress and increasing
satisfaction, buyers with IMO were also more as buyers,
which in turn further increased their job satisfaction.
Results suggest that IMOs toward the job may benefit retail
organizations as well as buyers through a positive effect on
job performance (Keaveney and Nelson, 1993).

Tett and Meyer (1993) estimated 6 relations among
job satisfaction, organisational commitment, turnover
intention/withdrawal cognition, and turnover using meta
analysis, assessed effects of psychometric moderators on those relations, and compared influences of satisfaction and commitment in the turnover process by applying path analysis to the meta analytic correlations. Based on aggregations involving 178 independent sample from 155 studies, results show that satisfaction and commitment each contribute independently to the prediction of intention/cognitions. Intention/cognition are predicted more strongly by satisfaction than by commitment. Intention/cognitions mediate nearly all attitudinal linkage with turnover. Attitudinal contributions to the turnover process vary with the use of single VS multi item scales, the 9-VSm, 15-item version of the organisational commitment questionnaires and turnover intention VS withdrawal cognition scales.

Occupational stress research continue to grow, and is increasingly being used to inform national policy on worker health and well being. Most models of occupational stress emphasize notions of person environment fit two approaches for intervention to minimize adverse consequences of occupational stress follow from such models. One emphasizes the strenghtening and enhancement of invididuals and their resources, the other emphasizes the reduction of common workplace based sources of occupational stress. This paper reviews 10 organisational level interventions to reduce stress at work that have been examined in various field studies. These interventions were generally found to
have positive effects and given the limited success of individual level interventions in addressing occupational sources of stress should be encouraged (Burke, 1993).

Kirkcaldy and Cooper (1993) explored the interaction between some aspects of physical leisure and work stress among 123 British and 132 German managerial and executive personal. Ss who exercised regularly were not significantly different in their occupational stress profiles compared with nonexercisers. Physical exercise did not serve as a buffer in the stress health linkage. There was some indication that the work leisure balance may be moderated by culture. Discriminant analysis revealed that British Ss tended to exhibit negative job carryover between their job and off work domains in contrast to the Germans who demonstrated "Compensation".

Jones and Fletcher (1993) investigated the extent and direction of occupational stress transmission and the possible psychological mechanisms of it in survey of 60 working couples. Each partner completed the Crown-Crisp Experiential Index and a transmission questionnaire. Results were used to analyze the relationships between partners psychological strain levels, the accuracy of couples perceptions of each other's work stressors, and the interrelationships between an individuals work and the mental well being of their spouse. Work related discussion
was frequent among marital partners, and individuals had accurate perception of their partners' jobs. Transmission of stress from men to women was evident particularly where there was head high strain jobs.

Khalique (1993) investigated the relationships between trade union membership, job attitudes and work satisfaction of 100 male workers randomly selected from 4 tannery industries in Dhaka, Bangladesh, among whom 50 were members of any trade unions. Results show that the non union workers had more favourable job attitudes and greater work satisfaction than unionized workers.
After reviewing the various studies concerning to job stress. Job Satisfaction and Mental Health, following broad hypotheses have been framed for this study.

1) Trained workers will experience more occupational stress than non-trained workers.
2) Non-trained workers will have better mental health as compared to trained workers.
3) The workers with Urban background will have high stress as compared to workers with rural background.
4) The workers with rural background will have better mental health as compared to workers with urban background.
5) Trained workers are more satisfied than non-trained workers.
6) Urban workers are more satisfied than rural workers.
7) Job Satisfaction and Occupational stress are negatively correlated.
8) Job-Satisfaction and mental health are positively correlated.
9) Occupational stress and mental health are negatively correlated.