



# Organization Role Stress and Job Satisfaction among Working Women

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## Abstract:

*Present study was conducted with the aim to measure the organizational role stress and job satisfaction of women working in different profession. A total number of 90 working women, working in three different fields (nurses=30, college teachers=30 & insurance sales manager=30) were included in this study. Organizational role stress scale by Pareek & job satisfaction singh & Sharma (1999) was administered among the samples. T- Test was applied to see significance of difference between means. The result revealed that insurance sales managers experiences high stress than that of school teachers and nurses. Further the result revealed that only insurance sales manager and nurses differ significantly on their perception of stress.*

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**Keyword:** *organizational role stress, job satisfaction, personality.*

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## 1. Introduction

It may be assumed that women engaged in different types of professions may be differing in the types of role stress they are facing. The psychological consequences or role accumulation depends not only on the numbers of role occupied but also on the nature of particular role because role differ in social value and in the patterning of privileges and obligations associated with them. Many women are demanding new options for career and house hold responsibilities. They want to relieve their husbands from the sole responsibility of providing for family unit economically and derive a sense of accomplishment or fulfillment. By taking up employment, women have to play a dual role as housewife and earner. Today's working is expected to be an inspiring companion of her husband, proficient in the care of children and able in the handling of family budget. She is also expected to pursue a career, show skill and intelligence and be a competent as a male on a job. An investigation into such differences has both personal as well social significance. In India this area is comparatively uninvestigated. This present study is an attempt in this direction and it will benefit the multitude.

The relationship between stress and health was studied by many researchers in India. Stress was found to be negatively correlated with mental health of supervisors (Mishra & Somani, 1993) and teachers (Anand, 1996-97). Stress was negatively associated with quality of life among females clerks, doctors, and teachers (Daga, 1997). Stress was positively correlated with depression among male teachers of higher educational institution (Mishra, 1995). Job related stress was highly among employees who performed repetitive work as compared to those who were engaged in non-repetitive work. The former group also had poor mental health and lower self esteem (Baran, Rahman & Sen, 1999).

In the past two decade, some studies have attempted to trace the particular stressors dominant among working women. Tharakan (1992) found professional working women experienced greater work related

stress than non professional working women. Also, occupational stress and job satisfaction were significantly correlated with the professional qualification of women. Sekher (1996) found that the type of hospital differently affected the experience of job stress and job burnout among female nurses. The number of patients that were assigned also significantly affected the nurses' helplessness, depersonalization experiences and personal accomplishment. Daga (1997) found that quality of life was correlated negatively but significantly with social family role stress among female clerks, doctors and teachers. Further, quality of life was associated positively and significantly with social support among clerks and teachers. Kumar and Murty (1998) found that the most frequently experienced stressor among women managers were office politics followed by conflict between work and home, continuing to the workplace, lack of opportunity and challenge at workplace and problems. Mathur and Singhvi (1997) examined the relationship between organizational role and organizational ethos among 400 women in four professions viz. doctors, school teachers and bank employees. All the women were high on pro action and openness dimensions. Doctors, college teachers and bank employees were also high on collaboration and experimentation in the case of all the women, inter role overload were positively associated with confrontation and experimentation dimension. Role stagnation was correlated significantly with all the dimensions of organizational ethos. Bano & Jha (2012) found no significant differences in perceived levels of Organizational Role Stress among employees in the private and public sector. They also revealed that adequate education and work-experiences as two additional factors influencing the perceived Organizational Role Stress among employees.

Sinha and Subramanian (2012) found that various leveled supervisors see more elevated levels of Organizational Role Stress than chiefs in lower progressive positions. Further they expressed that The duties and jobs in various progressive positions are clarified as the motivation behind why Organizational Role Stress contrasts among the administrative levels in an association. Ratna et al. (2013) in their quantitative study found that men are more stressed than their female colleagues in the Indian IT-sector and that employee's in the age of 20-25 are experiencing more stress due to Role Ambiguity, which means lack of clarity in ones role. Furthermore, the study highlighted Role Erosion and Inter-Role Distance significant contributors to the perceived Organizational Role Stress.

Patwardhan et al. (2014) conducted a study to audit the level of organizational role stress among the male and female managers of five star luxury hospitality industries. A total of 45 female and 32 male managers were included as sample. t-test and ANOVA were used to find the differences between stress levels of men and women managers. The age range of the sample was between 26-30 years. The findings show that role stress was experienced at moderate to high levels among women managers and the major stressors were inter role distance, role Erosion, role stagnation and role overload.

Band et al. (2016) in their study among the employees working in the IT Companies of Nagpur found that Role Overload, Role Isolation and Self Role Distance are having insignificant influence on the stress level of the employees. Role Ambiguity, Role Erosion, Role Expectation Conflict, Role Inadequacy have small effect on the Stress level of the employees whereas Personal Inadequacy, Inter Role Distance and Role Stagnation have medium to high effect on the stress level of the employees. Role Stagnation has the maximum effect on the stress level of the employees.

## 2. Objectives

The main objective of this study is to measure and compare the level of organizational role stress and job satisfaction among the three groups namely; college teachers, nurses and insurance sales managers.

### 3. Hypotheses

On the basis of above mentioned objectives following hypotheses were formulated and tested:

- Ho<sub>1</sub>: college teachers and insurance sales managers will not differ significantly on their level of organizational role stress.
- Ho<sub>2</sub>: college teachers and nurses will not differ significantly on their level of organizational role stress.
- Ho<sub>3</sub>: Nurses and insurance sales managers will not differ significantly on their level of organizational role stress.
- Ho<sub>4</sub>: College teachers and insurance sales managers will not differ significantly on their level of Job satisfaction.
- Ho<sub>5</sub>: College teachers and nurses will not differ significantly on their level of Job satisfaction.
- Ho<sub>6</sub>: Nurses and insurance sales managers will not differ significantly on their level of Job satisfaction.

### 4. Sample

A total number of 90 samples working in different private organizations of urban areas were included to this study. The sample was drawn from three professions viz. college teachers (30), nurses (30) and insurance sales managers (30). They all were women and married. Purposive sampling techniques used for the sample selection.

### 5. Tool used

#### 5.1 Organizational Role Stress

(ORS) Scale: Ors scale developed and standardized by Pareek (2002) was used in this study. This instrument comprising 50 items has ten sub- scales for measuring ten types of role stress .Each sub scale has 5 items. Five point scales is used for scoring each item (0 for the least likely and 4 for the most likely situation). Each type of role stress is scored in the range: 0 to 20. Total Role Stress (TROS), when is the sum of the ten types of role stress, ranges from 0 to 200. The ORS scale has been validated and its reliability verified (Pareek, 2002).

#### 5.2 Job Satisfaction Scale

The job satisfaction scale is developed by Singh and Sharma (1999). It contain 30 items and each to be rated on five point scale ranging on the continuum of highly satisfied to highly dissatisfaction. The test retest reliability of the is.978 and validity coefficient was established .743.

### 6. Results and discussion

**Table 1: showing the mean SD and N of different sample groups on job satisfaction & organizational role stress**

Group	N	ORS		JOB satisfaction	
		Mean	SD	Mean	SD
College teachers	30	118.85	37	103.68	3.67
Nurses	30	104.57	24.74	85.70	5.23
Insurance sales managers	30	121.95	28.30	68.17	13.70

Table 1 presents the mean values of nurses, college teachers and insurance sales managers 104.57, 118.85 and 121.95 respectively. On Organizational role stress it is clearly evident from the mean scores that sales managers is the highest stress experiencing group followed by college teachers and nurses. High stress

among sales manager can be explained due to high sales pressure, job insecurity, no holidays and misconduct of the customers. The teachers are experiencing high stress due to their job in security, low salary structures, workload and resource inadequacy. Whereas in the case of nurses cause of stress may be attributed to intense interference of the hospital management, low salary, frequently night shifts and role erosion.

**Table2: showing and comparing the mean and SD of college and insurance sale manager on ors t-value**

Group	N	Means	Sd	sad	t- value	Level of significance
College teachers	30	118.85	37	8.05	0.3851	Nt sig.
Insurance sale managers	30	121.95	28.3			

Table 2 shows the mean and SD values of school teachers and insurance sales managers 118.85, 37.01 and 121.95, 28.3 respectively. This difference is found insignificant. Thus, Null hypothesis H<sub>01</sub>” college teachers and insurance sales managers will not differ significantly on their level of organizational role stress” is not rejected.

**Table3: showing and comparing the mean, SD and t value of college teachers and nurses on organizational role stress**

Group	N	Means	Sd	sad	t- value	Level of significance
College teachers	30	118.85	37	8.477	1.68	Nt sig.
Nurses	30	104.57	24.74			

Table 3 presents the means of college teachers 118.85 followed by nurses 104.57. Their SD values are respectively 37.01 and 24.74. Both groups not differed significantly on their experience of organizational role stress. Thus null hypothesis H<sub>02</sub>: “college teachers and nurses will not differ significantly on their level of organizational role stress” is not rejected.

**Table 4: Showing and comparing the mean, SD and t value of insurance sales managers and nurses on organizational role stress**

Group	N	Means	Sd	sad	t- value	Level of significance
Insurance sale managers	30	121.95	28.3	7.3	2.36	.05
Nurses	30	104.57	24.74			

T -value 2.36 presented in table4 signifies that both the groups differed significantly on their perception of organization stress. Further it shows that sales manager experience higher stress as compared to their nurses’ counterparts. Which is evident from their mean scores 121.95, 104.74 respectively. The difference between two mean is statistically significant at 05 level. In other words both group difference significantly on their of organizational role stress. Thus null hypothesis H<sub>03</sub>: “Nurses and insurance sales managers will not differ significantly on their level of organizational role stress” stands rejected.

**Table 5: showing and comparing the Mean ,SD and t value of college teacher and nurses on job satisfaction**

Group	N	Means	Sd	sad	t- value	Level of significance
College teachers	30	103.68	3.67	1.16	15.41	.01
Nurses	30	85.70	5.23			

It is clear from table 5 that college teachers experience more job satisfaction as compared to nurses. Which is clear from their means scores 103 and 85.70 respectively, further the table reveals that both group viz college teachers and nurses differ significantly on their experience of job satisfaction. It is clear from the t value 15.41 presented in the table, at .01 level of significance. Thus null hypothesis H0<sub>5</sub> “College teachers and nurses will not differ significantly on their level of Job satisfaction” stands rejected.

**Table 6: showing and comparing the Mean, SD and T value of college teachers and insurance sales manager on job satisfaction**

Group	N	Means	Sd	sad	t- value	Level of significance
College teachers	30	103.68	3.67	2.58	13.71	.01
Insurance sale managers	30	68.17	13.70			

Table 6 present the mean, SD of college teacher and insurance sale manager on job satisfaction. The table clearly shows that college teachers are experience of job satisfaction than insurance sale manager. which is clear from their mean values 103 and 68.17 respectively , further the table reveals that both group significantly differ on their experience of job satisfaction which is evident from t value 13.71 this difference between means is significant at .01 level. Thus null hypothesis H0<sub>4</sub> “College teachers and insurance sales managers will not differ significantly on their level of Job satisfaction” stands rejected.

**Table 7: Showing and comparing the Mean, SD and t value of nurses and insurances sales manager on job satisfaction**

Group	N	Means	Sd	sad	t- value	Level of significance
Nurses	30	85.70	5.23	2.67	6.54	.01
Insurance sale managers	30	68.17	13.70			

Table 7 presents the mean, SD of nurses and insurance sales manager 85.70,5.23 and 68.17, 13.70 respectively. The t value 6.54 signifies that both group differ significantly on their experience of job satisfaction. Furthermore, table reveals that nurses are experiencing more job satisfaction than of insurance sales managers. Thus null hypothesis H0<sub>6</sub> “Nurses and insurance sales managers will not differ significantly on their level of Job satisfaction” stands rejected.

## 7. Conclusion

1. College teachers and insurance sales manager not differ significantly on their level of organizational role stresses.
2. College teachers and nurses not differ significantly on their level of organizational role stresses.
3. Insurance sales managers and nurses differ significantly on their level of organizational role stresses.

4. College teachers and nurses differ significantly on their level of job satisfaction
5. College teachers and insurance sales manager differ significantly on their level of job satisfaction
6. Insurance sales managers and nurses differ significantly on their level of job satisfaction.
7. Insurance sales managers experiencing more organizational role stresses as compare to both groups namely college teachers and nurses.

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