

ORIGINAL ARTICLE

Job satisfaction and Job stress among various employees of tertiary care level hospital in central Uttar Pradesh, India

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Abstract

Background: Job satisfaction defined as the end state of feeling, the feeling that is experienced after a task is accomplished. Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or need of the worker. **Objectives:** To study the relationship between job satisfaction and job stress among various employees of tertiary care level hospital and to find the co-relates of job stress and job satisfaction. **Materials & Methods:** A cross sectional study carried out for a period of 2 month among various employees working in Uttar Pradesh University of Medical Sciences, Saifai, Etawah, Uttar Pradesh, a tertiary care level hospital. A total 225 Participants 75 from each medical, paramedical and office staff were selected by purposive sampling technique. The study was conducted using pretested structured questionnaire regarding socio-demographic profile, job satisfaction and job stress. Data was analyzed using chi square test. **Result:** A total of 225 participants, 75 from each medical, paramedical and office staff were interviewed. On doing analysis of questionnaire regarding job satisfaction and job stress it was found that majority believe that their job was well recognized and working in a good institute and were not satisfied with the management and salary and were coping well with their job stress and were having average level of satisfaction. **Conclusion:** The present study conclude that majority of the participants felt they are well recognized with their job, working in a good institute but not satisfied with the management and salary.

Keywords

Job Satisfaction; Job Stress.

Introduction

Job satisfaction is considered as one of the key factors for the success of an organization or institute.

The term "Job Satisfaction" was first described by Hoppock (1935) who observed that Job satisfaction is a combination of psychological, physiological and environmental circumstances that cause a person to

say "I am satisfied with my job". Thus, job satisfaction is the end state of feeling, the feeling that is experienced after a task is accomplished (1). Job satisfaction is affected by many factors such as pay, organizational culture, job characteristics, work motivation and stress etc. Job satisfaction is highly important in building up employee motivation and efficiency as higher job satisfaction determines better employee performance (2).

Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or need of the worker (3). When the person is subjected to a stressor, a characteristic syndrome of physical reactions will occur. The stress response can be physical, psychological, emotional or spiritual in nature. And stressors include poor working relationship, high workload, understaffing and lack of support or positive feedback from seniors, role conflict, having to work under pressure and home-work imbalance. Job stressed individual is likely to have greater job dissatisfaction, increased frequency of drinking and smoking, increase in negative psychological symptoms and reduced aspiration and self-esteem (4).

Several studies have tried to determine the link between stress and job satisfaction. Job satisfaction and job stress are the two hot focuses in human resource management researches. It has a direct impact in employee's health and consequently impacts work performance. Stress leads to psychosomatic disorders such as asthma, diabetes, backpain, hypertension, anxiety, depression and arthritis (5).

Aims & Objectives

1. To study the relationship between job satisfaction and job stress among various employees of tertiary care level hospital.
2. To find the co-relates of job stress and job satisfaction.

Material & Methods

Sample and Sampling Technique: Health care personnel working in Uttar Pradesh University of Medical Sciences, Saifai, Etawah, Uttar Pradesh, in various departments of a tertiary care level hospital were selected by using purposive sampling technique. A pretested and predesigned questionnaire was given to 225 participants, 75 each from medical, paramedical and office staff. **Study**

design: Cross sectional study, **Study period:** 1 December 2016 - 31st January 2017. All the necessary ethical clearance was taken before the start of the study. The study is carried out among the different cadre of staff in a tertiary care level hospital of Uttar Pradesh University of Medical Sciences, Saifai, Etawah, Uttar Pradesh. A total of 225 study subjects were selected 75 each from medical, paramedical and office staff. Informed consent was taken from each study subjects after explaining the objective of the study and assuring them that their identity would not be disclosed anywhere in the study. Job satisfaction was measured using general job satisfaction survey questionnaire having 10 questions with five point Likert scale to rate dimensions of job satisfaction (5). The total score was made by adding the items. A high score indicated higher job satisfaction. Job stress was measured using a tailor-made questionnaire for symptoms of job stress, which included 16 questions with five point Likert scale to rate dimensions of job stress (5). The total score was made by adding the items. A high score indicated higher job stress. For the purpose of data collection two teams were formulated comprising of post graduate student and interns. All the necessary correction were made and proforma was discussed with them as a part of standardization of study procedure. The information were collected under the following broad headings: - socio-demographic profile, job satisfaction and job stress. The collected data was entered into SPSS version 21 and all the entries were double checked for any possible typographical errors. **Inclusion criterion:** Health care personnel in age group 20-55years working in the same tertiary care level hospital. **Exclusion criterion:** Person not willing to participate.

Results

A total of 225 participants participated in the present study. Majority of participants were belong to age group 31-40years, married and lived in nuclear family ([Table1](#)).

On doing analysis of questionnaire related with job satisfaction it was found that majority of the participants believe that their job was well recognized, they working in a good institute, their relationship were good with supervisors and feel good about their job. However majority of participants were not satisfied with the management and with their salary. Most of participants were

satisfied about security of their job but it was not found statistically significant ([table2](#)).

On doing analysis of questions related to job stress it was found that majority of the participants from all the group were coping well with their job stress ([table3](#)).

It was noted in the present study that majority of the study participants were having average satisfaction about their job in all the three groups. It was also noted in the present study that majority of the participants believe that they are coping adequately with their job, 84%, 84% and 88% respectively in medical, paramedical and office staff ([Table 4](#)).

In the present study participants were married having average satisfaction. Similarly, most of the participants belong to nuclear family were having average satisfaction ([Table5](#)).

In the present study, it was noted that majority of the subjects who were coping adequately with their job were married. Similarly, majority of subjects who were living in a nuclear family and well educated they were also coping adequately. But it was not found statistically significant ([Table 6](#)).

Discussion

In present study, a total 225 subjects participated, 75 were professionals, 75 were paramedical staff and 75 were office staff. Major number of study participants (53.7%) belong to the age group 31-40years, were married (94.2%) and lived in nuclear family (74%). ([Table1](#))

Similar findings were found in the studies conducted by Gulavani A *et al* (2014)4, Mohite N *et al* (2014)6 and Kumar R *et al* (2015)7.

Job satisfaction: In the present study it was found that among medical professionals majority of them had reported average level satisfaction (46.7%) followed by low level satisfaction (26.7%). Similarly, majority of paramedical staff and office staff had reported average level satisfaction (48%,78.7% respectively). On doing detailed analysis with job satisfaction questionnaire it was found that majority of medical and paramedical staff felt that their job was well recognized as compared to office staff. On further analysis, majority of the paramedical and office staff felt that they were working in good institute on contrary to the medical staff. It was found statistically significant. On further analysis of job satisfaction questionnaire most of the paramedical and office staff believed that

management is not concerned about them as compared to medical staff. Major medical staff believed that their work is good for their physical health and were satisfied with their salary on the contrary to paramedical and office staff. It was found statistically significant. Most of the medical and paramedical staff felt good about their job and were having good relationship with their supervisors on the contrary to office staff and was found statistically significant.

Similar findings were found in studies conducted by Mohite N *et al* (2014) (6), Kumar R *et al* (2015) (7), Salam A *et al* (2014) (8,) Aziz I *et al* (2015) (9), Lu Y *et al* (2016) (10), and Bahalkani H *et al* (2011) (11).

Job stress:In the study it was found that majority of study participants in all the three groups (85.3%) were coping adequately with their job and (11.1%) study subjects were suffering from job stress and need to take preventative action.

On further detailed analysis of job stress questionnaire it was found that most of the medical and paramedical staff felt tired even with adequate sleep as compared to office staff. Major number of medical staff felt frustrated in carrying out their responsibilities at work, felt irritable or impatient over small inconveniences and felt negative, futile or depressed about their job as compared to paramedical and office staff and it was found statistically significant. On further analysis of job stress questionnaire, it was found that medical staff eating more or less, drinking more coffee, smoking more cigarettes or using more alcohol or drugs to cope with their job on contrary to paramedical and office staff, was found statistically significant. On contrary office staff felt that they got easily bored with their job and felt dissatisfaction, of something wrong or missing, and it was found statistically significant.

Similar findings were found in studies conducted by Gulavani A *et al* (2014) (4) in Karad and Salam A *et al* (2014) (8) Saudi Arabia.

Conclusion & Recommendation

The present study concluded that majority of the participants working in the tertiary care level hospital in central Uttar Pradesh, felt they are well recognized with their job, working in a good institute but they are not satisfied with the management and their salary. And majority of the participants in all

age group are having average level of satisfaction and are coping well with job stress.

Authors Contribution

All authors have contributed equally in this manuscript.

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Tables

TABLE 1 SOCIO-DEMOGRAPHIC PROFILE OF STUDY PARTICIPANTS

Socio-demographic characteristics	Job		
	Medical (n=75)	Paramedical(n=75)	Office staff(n=75)
Age group(yrs)			
21-30	0 (0.0%)	36 (48%)	30 (40%)
31-40	43 (57.3%)	38 (50.7%)	40 (53.3%)
41-50	29 (38.7%)	1 (1.3%)	5 (6.7%)
≥51	3 (4.0%)	0 (0%)	0 (0%)
Marital Status			
Married	69 (92%)	68 (90.7%)	75 (100%)
Unmarried	3 (4%)	7(9.3%)	0 (0%)
Widow/widower/seperated	3 (4%)	0 (0%)	0 (0%)
Type Of Family			
Nuclear	57 (76%)	59 (78.7%)	52 (69.3%)
Joint	10 (13.3%)	16 (21.3%)	20 (26.7%)
3rd generation	8 (10.7%)	0 (0%)	3 (4%)

TABLE 2 JOB SATISFACTION QUESTIONNAIRE

Sn.	Questions	Strongly disagree	Disagree	Don't know	Agree	Strongly agree	P value
1	I feel recognition for a job well done						p=.000
	Medical(n=75)	1(1.3%)	4(5.3%)	6(8%)	36(48%)	28(37.3%)	
	Paramedical(n=75)	0(0%)	6(8%)	8(10.7%)	45(60%)	16(21.3%)	
	Office staff(n=75)	0(0%)	0(0%)	2(2.7%)	63(84%)	10(13.3%)	
2	I feel close to the people at work						p=.083
	Medical	1(1.3%)	2(2.7%)	4(5.3%)	57(76%)	11(14.7%)	
	Paramedical	0(0%)	11(14.7%)	7(9.3%)	6(9.3%)	5(6.7%)	

	Office staff	0(0%)	9(12%)	2(2.7%)	53(70.7%)	11(14.7%)	
3	I feel good about working at this institute						
	Medical	12(16%)	20(26.7%)	12(16%)	22(29.3%)	9(12%)	p=.000
	Paramedical	1(1.3%)	24(32%)	2(2.7%)	36(48%)	12(16%)	
Office staff	0(0%)	7(9.3%)	2(2.7%)	54(72%)	12(16%)		
4	I feel secure about my job						
	Medical	2(2.7%)	15(20%)	4(5.3%)	34(45.3%)	20(26.7%)	p=.137
	Paramedical	3(4%)	23(30.7%)	4(5.3%)	34(45.3%)	11(14.7%)	
Office staff	0(0%)	25(33.3%)	2(2.7%)	25(33.3%)	23(30.7%)		
5	I believe management is concerned about me						
	Medical	11(14.7%)	37(49.3%)	16(21.3%)	5(6.7%)	6(8%)	p=.027
	Paramedical	10(13.3%)	38(50.7%)	10(13.3%)	12(16%)	5(6.7%)	
Office staff	2(2.7%)	35(46.7%)	22(29.3%)	14(18.7%)	2(2.7%)		
6	On the whole I believe work is good for my physical health						
	Medical	6(8%)	21(28%)	2(2.7%)	34(45.3%)	12(16%)	p=.000
	Paramedical	1(1.3%)	12(16%)	14(18.7%)	40(53.3%)	8(10.7%)	
Office staff	5(6.7%)	12(16%)	0(0%)	54(72%)	4(5.3%)		
7	My salary is good						
	Medical	11(14.7%)	20(26.7%)	2(2.7%)	29(38.7%)	13(17.3%)	p=.010
	Paramedical	4(5.3%)	38(50.7%)	0(0%)	28(37.5%)	5(6.7%)	
Office staff	13(17.3%)	30(40%)	0(0%)	27(36%)	5(6.7%)		
8	All my talents and skills are used at work						
	Medical	2(2.7%)	16(21.3%)	2(2.7%)	46(61.3%)	9(12%)	p=.017
	Paramedical	3(4%)	12(16%)	12(16%)	39(52%)	9(12%)	
Office staff	4(5.3%)	9(12%)	5(6.7%)	55(73.3%)	2(2.7%)		
9	I get along well with supervisors						
	Medical	0(0%)	4(5.3%)	8(10.7%)	48(64%)	15(20%)	p=.001
	Paramedical	1(1.3%)	16(21.3%)	11(14.7%)	41(54.7%)	6(8%)	
Office staff	0(0%)	0(0%)	5(6.7%)	66(88%)	4(5.3%)		
10	I feel good about my job						
	Medical	1(1.3%)	22(29.3%)	6(8%)	36(48%)	10(13.3%)	p=.01
	Paramedical	1(1.3%)	16(21.3%)	7(9.3%)	41(54.7%)	10(13.3%)	
Office staff	0(0%)	1(1.3%)	1(1.3%)	67(89.3%)	6(8%)		

TABLE 3 JOB STRESS QUESTIONNAIRE

Sn.	Questions	Never	Occasion-ally	Somewhat often	Frequently	Almost always	P Value
1	I feel tired even with adequate sleep						
	MEDICAL(n=75)	15(20%)	36(48%)	9(12%)	9(12%)	6(8%)	P=.001
	PARAMEDICAL(n=75)	11(14.7%)	27(36%)	24(32%)	9(12%)	4(5.3%)	
OFFICE STAFF(n=75)	13(17.3%)	49(65.3%)	8(10.7%)	5(6.7%)	0(0%)		
2	I feel frustrated in carrying out my responsibilities at work						
	Medical	24(32%)	28(37.3%)	9(12%)	8(10.7%)	6(8%)	P=.000
	Paramedical	30(40%)	18(24%)	6(8%)	21(28%)	0(0%)	
Office staff	46(61.3%)	23(30.7%)	5(6.7%)	1(1.3%)	0(0%)		
3	I am moody, irritable or impatient over small inconveniences						
	Medical	19(25.3%)	35(46.7%)	8(10.7%)	6(8%)	7(9.3%)	P=.002
	Paramedical	29(38.7%)	13(17.3%)	10(13.3%)	23(30.7%)	0(0%)	
Office staff	49(65.3%)	17(22.7%)	2(2.7%)	7(9.3)	0(0%)		
4	I want to withdraw from constant demands on my time and energy						
	Medical	19(25.3%)	26(34.7%)	14(18.7%)	12(16%)	4(5.3%)	P=.015
Paramedical	20(26.7%)	29(38.7%)	20(26.7%)	6(8%)	0(0%)		

	Office staff	18(24%)	18(24%)	30(40%)	9(12%)	0(0%)	
5	I feel negative, futile or depressed about my job						
	Medical	44(58.7%)	18(24%)	9(12%)	3(4%)	1(1.3%)	P=.042
	Paramedical	45(60%)	20(26.7%)	9(12%)	1(1.3%)	0(0%)	
Office staff	46(61.3%)	8(10.7%)	12(16%)	9(12%)	0(0%)		
6	My decision making ability seems less than usual						
	Medical	52(69.3%)	16(21.3%)	6(8%)	1(1.3%)	0(0%)	P=.514
	Paramedical	49(65.3%)	16(21.3%)	6(8%)	1(1.3%)	3(4%)	
Office staff	51(68%)	11(14.7%)	9(12%)	3(4%)	1(1.3%)		
7	I think that i am not as efficient as i should be						
	Medical	58(77.3%)	14(18.7%)	1(1.3%)	2(2.7%)	0(0%)	P=.025
	Paramedical	52(69.3%)	14(18.7%)	6(8%)	2(2.7%)	1(1.3%)	
Office staff	66(88%)	2(2.7%)	6(8%)	1(1.3%)	0(0%)		
8	The quality of my work is less than it should be						
	Medical	49(65.3%)	19(25.3%)	4(5.3%)	0(0%)	3(4%)	P=.001
	Paramedical	39(52%)	20(26.7%)	8(10.7%)	2(2.7%)	6(8%)	
Office staff	68(90.7%)	3(4%)	1(1.3%)	1(1.3%)	2(2.7%)		
9	I feel physically, emotionally or spiritual depleted						
	Medical	40(53.3%)	24(32%)	9(12%)	2(2.7%)	0(0%)	P=.001
	Paramedical	51(68%)	18(24%)	4(5.3%)	2(2.7%)	0(0%)	
Office staff	53(70.7%)	5(6.7%)	10(13.3%)	2(2.7%)	5(6.7%)		
10	My resistance to illness is lowered						
	Medical	46(61.3%)	19(25.3%)	10(13.3%)	0(0%)	0(0%)	p=.000
	Paramedical	46(61.3%)	18(24%)	8(10.7%)	1(1.3%)	2(2.7%)	
Office staff	70(93.3%)	4(5.3%)	1(1.3%)	0(0%)	0(0%)		
11	I am eating more or less, drinking more coffee, smoking more cigarettes, or using more alcohol or drugs to cope with my job						
	Medical	34(45.3%)	24(32%)	7(9.3%)	5(6.7%)	5(6.7%)	p=.082
	Paramedical	42(56%)	24(32%)	7(9.3%)	0(0%)	2(2.7%)	
Office staff	32(42.7%)	30(40%)	11(14.7%)	1(1.3%)	1(1.3%)		
12	I am feeling emotionally callous about the problems and needs of others						
	Medical	37(49.3%)	27(36%)	8(10.7%)	1(1.3%)	2(2.7%)	p=.131
	Paramedical	46(61.3%)	18(24%)	9(12%)	1(1.3%)	1(1.3%)	
Office staff	50(66.7%)	11(14.7%)	9(12%)	4(5.3%)	1(1.3%)		
13	I am having difficulty concentrating						
	Medical	32(42.7%)	23(30.7%)	9(12%)	7(9.3%)	4(5.3%)	p=.001
	Paramedical	40(53.3%)	27(36%)	7(9.3%)	0(0%)	1(1.3%)	
Office staff	49(65.3%)	11(14.7%)	2(2.7%)	9(12%)	4(5.3%)		
14	I am easily bored						
	Medical	37(49.3%)	31(41.3%)	2(2.7%)	5(6.7%)	0(0%)	p=.001
	Paramedical	45(60%)	21(28%)	7(9.3%)	2(2.7%)	0(0%)	
Office staff	61(81.3%)	7(9.3%)	2(2.7%)	1(1.3%)	4(5.3%)		
15	I feel a sense of dissatisfaction, of something wrong or missing						
	Medical	26(34.7%)	28(37.3%)	15(20%)	6(8%)	0(0%)	p=.001
	Paramedical	26(34.7%)	28(37.3%)	14(18.7%)	4(5.3%)	3(4%)	
Office staff	59(78.7%)	2(2.7%)	0(0%)	10(13.3%)	4(5.3%)		

TABLE 4 SCORING OF JOB SATISFACTION QUESTIONNAIRE AND JOB STRESS QUESTIONNAIRE

Characteristics	job		
	Medical (n=75)	Paramedical (n=75)	Office staff (n=75)
Job satisfaction score			
Very high satisfaction (42-50)	9(12%)	7(9.3%)	
High satisfaction (39-41)	7(9.3%)	9(12%)	9(12%)
Average satisfaction (39-41)	35(46.7%)	36(48%)	59(78.7%)
Low satisfaction (27-31)	20(26.7%)	7(9.3%)	1(1.3%)
Very low satisfaction (10-26)	4(5.3%)	16(21.3%)	0(0%)
Total	75(100%)	75(100%)	75(100%)
Job stress score			
You are probably coping adequately with your job (0-21)	63(84%)	63(84%)	66(88%)
You are suffering from job stress and need to take preventative action (21-30)	7(9.3%)	9(12%)	9(12%)
You need to take preventative action to avoid job burnout (30-40)	4(5.3%)	3(4%)	0(0%)
You are burning and must develop a comprehensive job stress management plan (41-64)	1(1.3%)	0(0%)	0(0%)
Total	75(100%)	75(100%)	75(100%)

TABLE 5 RELATIONSHIP BETWEEN JOB SATISFACTION QUESTIONNAIRE SCORING AND DIFFERENT CO-RELATES

Marrital status	Job satisfaction questionnaire scoring						p value
	Very high satisfaction (42-50)	High satisfaction (39-41)	Average satisfaction (32-38)	Low satisfaction (27-31)	Very low satisfaction (10-26)	Total	
Married	21(9.9%)	22(10.4%)	128(60.4%)	24(11.3%)	17(8.0%)	212(100%)	p =.025
Unmarried	1(10%)	3(30%)	1(10%)	2(20%)	3(30%)	10(100%)	
Widow/widower/ seperated	0(0%)	0(0%)	1(33%)	2(66%)	0(0%)	3(100%)	
Total	22(9.8%)	25(11.1%)	130(12.4%)	28(12.4%)	20(8.9%)	225(100%)	
Type of family							
Nuclear	10(6%)	10(6%)	106(63.1%)	24(14.3%)	18(10.7%)	168(100%)	p =.001
Joint	8(17.4%)	15(32.6%)	17(37%)	4(8.7%)	2(4.3%)	46(100%)	
3rd generation	4(36.4%)	0(0%)	7(63.6%)	0(0%)	0(0%)	11(100%)	
Total	22(9.8%)	25(11.1%)	130(57.8%)	28(12.4%)	20(8.9%)	225(100%)	
Education							
Graduate	6(6.3%)	8(8.4%)	67(70.5%)	6(6.3%)	8(8.4%)	95(100%)	p =.001
Post graduate	7(12.7%)	10(18.2%)	28(50.9%)	2(3.6%)	8(14.5%)	55(100%)	
Professional	9(12%)	7(9.3%)	35(46.7%)	20(26.7%)	4(5.3%)	75(100%)	
Total	22(9.8%)	25(11.1%)	130(57.8%)	28(12.4%)	20(8.9%)	225(100%)	

TABLE 6 RELATIONSHIP BETWEEN STRESS QUESTIONNAIRE SCORING AND DIFFERENT CO-RELATES

Marrital status	Job stress questionnaire scoring				Total	p value
	You are probably coping adequately with your job (0-21)	You are suffering from job stress and need to take preventative action (21-30)	You need to take preventative action to avoid job burnout (30-40)	You are burning and must develop a comprehensive plan (41-64)		
Married	186(87.7%)	18(8.5%)	7(3.3%)	1(.5%)	212(100%)	p =.001
Unmarried	4(40%)	6(60%)	0(0%)	0(0%)	10(100%)	
Widow/widower/ seperated	2(66.6%)	1(33.3%)	0(0%)	0(0%)	3(100%)	
Total	192(85.3%)	25(11.1%)	7(3.1%)	1(.4%)	225(100%)	
Type of family						
Nuclear	143(85.1%)	19(11.3%)	5(3%)	1(.6%)	168(100%)	p =.93
Joint	40(87%)	5(10.9%)	1(2.2%)	0(0%)	40(100%)	

3rd generation	9(81.8%)	1(9.1%)	1(9.1%)	0(0%)	11(100%)	
Total	192(85.3%)	25(11.1%)	7(3.1%)	1(.4%)	225(100%)	
Education						
Graduate	84(88.4%)	11(11.6%)	0(0%)	0(0%)	95(100%)	P =.263
Post graduate	45(81.8%)	7(12.7%)	3(5.5%)	0(0%)	55(100%)	
Professional	63(84%)	7(9.3%)	4(5.3%)	1(1.3%)	75(100%)	
Total	192(85.3%)	25(11.1%)	7(3.1%)	1(.4%)	225(100%)	