

**SOCIAL SUPPORT AS MODERATOR OF ROLE STRESS AND JOB
SATISFACTION: A COMPARISON
or
GOVERNMENT, PUBLIC AND PRIVATE SECTOR EMPLOYEES**

ABSTRACT OF THESIS FOR

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The present study was undertaken to find out the moderating effect of various types of social support on role stress and job satisfaction among employees of different levels of three sectors i.e. government, public and private. The research study was conducted on a total sample of 300 employees comprising of two levels i.e. gazette officers / manager and non gazette/supervisory staff working in government, public and private sector organizations. The sample of 100 (50 managers and 50 staff) was randomly taken from each sector located in Delhi, Bombay, Hyderabad, Noida and Gurgaon. Three questionnaires namely, Organisational Role Stress scale developed by Udai Pareek (1983), Satisfaction-Dissatisfaction employees inventory designed by Pestonjee (1973) and Functional Social support questionnaire developed by Srivastava (1996) were used to measure level of role stress, job satisfaction and social support respectively.

The results reveal that the most significant predictor for stress management and improving job satisfaction was found to be friend support among officers and staff of government sector. Senior support was also found to be significant predictor of job satisfaction among government officers. Family support, however was found to increase role stress among government staff. In public sector the most significant predictors were supervisor/senior and coworker support for stress management and improving job satisfaction among managers and staff. Spouse support was also found to have moderating effect on job satisfaction of managers, only. Coworker support was found to

be the most significant predictor of stress management and improving job satisfaction among managers of private sector. Whereas senior support was found to be most significant predictor for stress management and improving job satisfaction among staff of private sector. Friend support was also found to be significant predictor for stress management of managers and improving job satisfaction of staff of private sector. Family support, however, was significantly increasing role stress of managers on one hand and moderating stress of staff on other hand.

The intersector differences of three variables revealed that Managers and staff of private sector perceived significantly lower social support than their counterparts of government and public sectors. Private sector managers experienced significantly higher role stress, than public sector managers. Job satisfaction was found to be significantly lower in private sector managers and staff than their counterparts of government sector.

Looking at the Intercorrelations among variables it was evident that Social support was found to be significantly negatively correlated with role stress among government staff as well as managers and staff of public and private sectors. Social support was found to have significant positive correlation with job satisfaction among government officers as well as managers and staff of public and private sectors. Role stress was significantly negatively correlated with job satisfaction among managers and staff of all sectors.