

Job Stress, Role Overload and Psychological Wellbeing among Autorickshaw Drivers

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In partial fulfilment of the requirements for the award of the Degree of
M.Sc. Counselling Psychology

By
Aswathy Harikumar
(Reg. No: 60421115004)

Under the guidance of
Johns P. John
Assistant Professor in Counselling Psychology



Department of Counselling Psychology
Loyola College of Social Sciences
Sreekariyam, Thiruvananthapuram
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CERTIFICATE



This is to certify that the Dissertation entitled “**Job Stress, Role Overload and Psychological Well-being among Autorickshaw Drivers**” is an authentic work carried out by Aswathy Harikumar, Reg. No. 60421115004 under the guidance of Mr. Johns P. John during the fourth semester of M.Sc. Counselling Psychology programme in the academic year 2021–2023.

Mr. Johns P. John

Assistant Professor

Department of Counselling Psychology

Loyola College of Social Sciences

Thiruvananthapuram

Submitted for the examination held on.....

DECLARATION

I, Aswathy Harikumar, do hereby declare that the dissertation titled “**Job Stress, Role Overload and Psychological Well-being among Autorickshaw Drivers**”, submitted to the Department of Counselling Psychology, Loyola College of Social Sciences, Sreekariyam, under the supervision of Mr. Johns P. John, Assistant Professor of the Department of Counselling Psychology, for the award of the degree of Master’s in Science of Counselling Psychology, is a bonafide work carried out by me and no part thereof has been submitted for the award of any other degree in any University.

Sreekariyam

Name: Aswathy Harikumar

Date:

Reg. No. 60421115004

M.Sc. Counselling Psychology

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ABSTRACT

Job stress refers to the physical, emotional, and psychological strain experienced by individuals in response to work-related demands and pressures whereas Role overload refers to perception the person has of between available resources and those required to complete assigned task. Psychological Well-being involves the experience of positive emotions, the absence of negative emotions, and overall life satisfaction. This quantitative study aimed to examine Job Stress, Role Overload and Psychological Well-being among Auto-rickshaw drivers. For the purpose of the study, a total sample of 80 auto-rickshaw drivers is selected from different places of Thiruvananthapuram district. The age of the sample ranged from 30 to 63 years. Participants responded to Job Stress Scale, Reilly Role Overload Scale and Psychological Well-being Scale. Descriptive statistics were computed followed by Spearman's correlation method. Major findings concluded that Job Stress and Role Overload shows positive correlation. Job stress is negatively correlated with Psychological well-being and Role overload is negatively correlated with Psychological Well-being.

Keywords: Job stress, Role Overload, Psychological well-being, autorickshaw drivers.

CHAPTER I

INTRODUCTION

A vital aspect of a healthier way of life is sustainable transportation. In India's urban transportation system, auto-rickshaws are one of the most viable last-mile connection options. These are the most inexpensive form of taxi. Auto-rickshaws are three-wheeled motor vehicles that are hired for transportation of both people and cargo, and three-quarters of these rickshaws are found in India (Mani and Pant, 2011). These vehicles play an important role in the country's urban transportation system since they may be used for a variety of excursions that are frequently impossible to complete using other forms of public transportation, typically at a price that is far less than that of a taxi. In many developing nations, autorickshaw driving is an essential part of the urban transit system. Drivers of auto rickshaws play a crucial role in the transportation industry in many nations like India, South Africa, Nigeria etc especially in heavily populated urban areas. They assist in giving the general public access to economical and practical options for travelling. However, this occupation is frequently marked by difficult working circumstances, lengthy workdays, and continuous exposure to traffic jams and other road risks. They deal with difficult traffic situations, endure lengthy days of work, numerous stressors, such as heavy traffic, tight budgets, interpersonal tensions, and rigorous job schedules, frequently affect these drivers. Passengers can travel between any two sites using an auto rickshaw. This is different from other forms of transportation options where the service provider chooses when to pick up and drop off sites, not the customer. All auto rickshaws in Mumbai are required to be equipped with a fare meter by law. Auto rickshaws can be hired through auto rickshaw stands, hailed on the street, or both. The extra cost must be covered by the traveller for luggage, late-night rides, and toll taxes.

Many commuters depend heavily on auto rickshaw riders for a safe ride and to get to their destination, hence they play a crucial part in our society. In Indian cities, auto-rickshaws make up around 10% of passenger motor vehicle trips, compared to 26%, 21%, and 44% for mechanical two-wheeled vehicles, cars, and public transportation, respectively (WSA, 2008). Only 2.2% of passenger motor vehicles in Delhi, the most motorized Indian city, were auto-rickshaws in the same year, yet nearly 9% of all trips were made in these vehicles (Government of NCT of Delhi, 2012; WSA, 2008). Driving an auto rickshaw demands the driver to be highly focused and aware of his or her surroundings as well as traffic signals. In many Indian metropolises, traffic jams, air pollution, and traffic fatalities are typical sights. The auto-rickshaw industry's disorganized ecosystem only makes the situation worse. They could experience stress as a result of the following factors, which could endanger the driver and other passengers: finances, driving, health-related concerns, family problems, marital problems, etc.

There aren't many studies on auto-rickshaw drivers' stress, particularly in South India. A dangerous and growing problem that affects public transportation drivers and ultimately puts both their own and their customers' lives in peril is stress from work. It is crucial to promote mental health and educate people about effective stress management techniques. Stress is defined as "the non-specific response of the body to any demand made upon it" (Selye, 1976). All unintended changes that can cause physiological, psychological, and behavioural responses within a biological system are referred to as stress (Selye, 1976b). Ross & Altmeir (1994, p. 1) state that "the term stress is so pervasive that it is utilized as a noun when we speak of being over stress, as a verb whenever events are stressing us, and as an adjective when we use the term – contemporary life has become stressful." According to French, Rogers, and Cobb (1974), "job stress is defined as an imbalance between an individual's abilities, competencies, and demands of the job and the needs met by the workplace environment". Excessive demands

are the result of a person's engagement with their environment and can be a sign that they aren't entirely prepared to handle a certain situation (Jamal & Baba, 2000).

Job stress is the term used to describe the strain that people go through as a result of the demands and responsibilities of their jobs. It encompasses a variety of issues that autorickshaw drivers regularly deal with, including a heavy workload, tight deadlines, and traffic congestion. The National Institute of Occupational Safety and Health (NIOSH) states that "job stress occurs when there is no congruence between individuals' abilities and needs with their job demands" (Hoel, Sparks, & Cooper, n. d.). Each type of work has its own unique stress factors. Recent studies have found that one of the hardest jobs is driving. Driving involves competence, focus, accuracy, caution, and decision-making confidence; consequently, an increase in drivers' stressors will result in accidents (Aminian, 2005). Long work hours, unpredictable work schedules, even and repetitive labour, unsuitable physical circumstances, a lack of employment support, and social and familial obligations are some of the factors that might lead to job stress among drivers (Siedlecka, 2006; Aminian, 2005). Job stress makes drivers more mentally and cognitively exhausted and lowers the quality of their work, according to Simon and Corbett's theory. Drivers under stress and anxiety are less likely to obey traffic laws, which raises the likelihood of deadly accidents and financial loss (Vrijkotte, Van Doornen, & De Geus, 1999).

Autorickshaw drivers frequently juggle a number of responsibilities, such as being the only provider for their families, taking care of household duties, and coping with the demands of their occupation. The exceedingly erratic work schedule adds to the auto rickshaw drivers' workload. The actual setting of the workplace can increase with the amount of work. Vibrations, extreme heat or cold, distressing noise levels etc also contribute in unfavourable environmental conditions. Role overload is described as conflict that arises when an individual has too many duties that need their attention and the amount of demand exceeds their capacity (Reilly, 1982; Repetti et al., 1989). According to Beehr et al. (1976), role overload is the sense

that a person has of the conflict between their available resources and those needed to perform given responsibilities. According to studies, role overload is becoming more common in the workplace (Duxbury & Higgins, 2005). According to research (Duxbury et al., 2001), time demands are a significant predictor of role overload. However, role overload has shown erratic correlations with a variety of other performance and job attitude variables in various research (Bellizzi & Hite, 1986; Kaufman et al., 1991).

Role overload is the belief that a person's ability to handle the demands and duties of a job exceeds that capacity. As the inability to successfully manage these expectations may result in emotional drain, exhaustion, and mental health concerns, the interaction among job stress with role overload can have an overall impact on psychological well-being. The term "psychological well-being" describes the "positive aspects of an individual's mental health, including their emotional, cognitive, and social functioning, as well as their overall life satisfaction" (Ryff & Keyes, 1995). A person's sense of purpose and meaning in life, positive relationships with others, personal growth, self-acceptance, autonomy, and environmental mastery are all parts of psychological well-being (Ryff, 1989). The subjective feelings of happiness, life satisfaction, and the lack of psychological suffering are referred to as psychological well-being (Deci & Ryan, 2008). According to Diener (2000), psychological well-being involves the "experience of positive emotions, the absence of negative emotions, and overall life satisfaction." There have been very few researches on the psychological health of auto rickshaw drivers in India, but some have looked at issues including anxiety, and satisfaction with work, and mental health.

Need and significance of the study

The purpose of this study was to investigate job stress, role overload and psychological well-being among auto-rickshaw drivers. Understanding the impact of job stress and role

overload on auto-rickshaw drivers' psychological well-being is crucial for their occupational health and overall quality of life. This research can shed light on the specific challenges faced by autorickshaw drivers in helping to identify interventions and support systems to improve their mental health and well-being.

Job stress and role overload can potentially influence driver behavior and performance, which might have implications for road safety. Addressing these issues could positively impact road safety in the region. Findings from this study can be used to inform policy decisions aimed at improving working conditions and supporting autorickshaw drivers' mental health.

This research can contribute to the broader understanding of the impact of job stress on workers in the transportation sector and can serve as a reference for similar studies in other regions. Overall, the study can provide valuable insights into the mental stress faced by autorickshaw drivers and contribute to the development of effective strategies to enhance their psychological well-being. Hence, this proposed study "job stress, role overload and psychological well-being among autorickshaw drivers" is highly significant in this context.

Statement of the problem

The problem of the present study has been stated as "Job stress, role overload and psychological well-being among autorickshaw drivers".

Operational definitions of key terms

Job stress

In the present study, job stress refers to the strain that people go through as a result of the demands and responsibilities of their job.

Role overload

In the present study, role overload is described as conflict that arises when an individual has too many duties that need their attention and the amount of demand exceeds their capacity.

Psychological well-being

In this study, psychological well-being refers to the experience of positive emotions, the absence of negative emotions, and overall life satisfaction.

Autorickshaw drivers

In the present study, autorickshaw drivers refer to the male individuals who drives autorickshaw for their living, belonging to the age of 30 to 63 years, from Thiruvananthapuram district in Kerala.

Objectives

- To find out relationship between Job Stress and Psychological Well-being among Autorickshaw Drivers.
- To find out relationship between Role Overload and Psychological Well-being among Autorickshaw Drivers.
- To find out relationship between Job Stress and Role Overload among Auto-rickshaw Drivers.

Hypotheses

- There will be significant relationship between Job Stress and Psychological Well-being among autorickshaw drivers.
- There will be significant relationship between Role Overload and Psychological Well-being among autorickshaw drivers.

- There will be significant difference between Job Stress and Role Overload among autorickshaw drivers.

CHAPTER II

REVIEW OF LITERATURE

A literature review is a methodical analysis of a body of existing data that identifies, evaluates, and synthesizes for logical presentation (Fink, 2010). A literature review is a critical investigation and evaluation of a subject, according to Jesson et al. (2011). This chapter has been discussed under two major headings i.e. Theoretical Review and Empirical Review of literature. A variety of theoretical frameworks and models for the variables are explored in the theoretical review, and a variety of empirical studies carried out by other researchers that are relevant to the present study are discussed in the empirical review. Therefore, the existing literature has been reviewed to understand the concepts and associations of the variables of interest.

Theoretical Review

To understand the concepts of Job stress, Role overload and psychological well-being it is necessary to review theoretical perspectives associated with the variables. In this section conceptual framework and various theories propounded by researchers in the line of study of the current research variables, are reviewed.

Job Stress

There are a lot of job stress models to reflect the work stress complexity. There are five popular models have been applied to measure the work stress: cognitive-behavioural, person environment fit, emotional overload, equity theory and demand-support-control.

1. The cognitive-behavioural theory

According to Lazarus & Folkman's (1984; cited in Devereux, 2009) stress experience is an individual phenomenon and a cognitive process. The cognitive-behavioural model proposed

a “transaction” concept where stress comes from the relationship between the inherent aspects of a person and the environment. There is nothing as stressor by itself, but if a stimulus is perceived as stressor, then there is a stressor. This theory explains the varying stress responses of people when they faced with similar scenarios and similar scenarios at different situations.

2. Person–environment theory

According to the person–environment fit theory, where the poor person–environment fit occurs, there the person experience role ambiguity, role conflict and work overload (Spielberger et al. 2001). According to Cooper et al. (2001) stress results from the level of fit among the person and the environment. There are three distinctions related to person environment fit. The first distinction is between the person and the environment. It is the precondition of the person–environment fit conceptualization. The next distinction is among the subjective and objective illustration of the person and the environment. It is the subjective fit concept, where the perception of themselves and the perception of the environment may vary from person to person. This perception causes work stress (Edwards et al. 1999). The last distinction focuses on two elements of fit. Firstly, there needs, the needs-supplies element. Here the needs are explained as the natural psychological and biological needs of the person. The supplies are explained as the job rewards that meet the needs of the person. The supplies could be social, financial or the opportunity to achieve. Secondly, there is the abilities- demands element. This element describes the fit between the job demands and the person’s abilities to meet those demands (Edwards et al. 1999). Demands consists of qualitative and quantitative features of the work. Ability refers to the energy, skills and time required in order to achieve the demands.

3. The emotional overload theory

The model of emotional overload explained three aspects of burnout: reduced personal accomplishment, depersonalization and emotional exhaustion. The stress component of emotional exhaustion refers to being exhausted of emotional resources. Interpersonal relations correlated to depersonalization and personal achievement with self-evaluation. Burnout is supposed to happen in human service professions such as health care and education. The studies have identified that burnout can be occurred in a range of work scenarios, especially in the nursing profession as emotional aspects are involved (Maslach 1999).

4. Equity theory

Equity theory of work stress is a popular social exchange theory. The model believes that the people have a tendency to assess their relationships. According to the theory the person intends to seek equity when he/she is in another relationship. The theory assumes that the person will feel that a relationship is equitable when the person perceives the similar ratio of inputs and outcomes from different relationships. The theory is appropriate to interpersonal relationships and to employee-employer relationships as well. If there is an unbalanced relationship, the distress will be happening. This distress will be comparable to the perceived inequity degree (Van Dierendonck et al. 2001).

5. The demand–control–support theory

The demand–control–support model proposes that the interaction between the work demand perception, perceived degree of support from workers and the perception of control influence the development of work stress. The concept of control is referred as the degree of control of workers over their work. Support is categorized as social-emotional support and instrumental support. The degree of social-emotional integration and mutual reliance between employees, supervisors, and others are accounted in social-emotional support. The extra

assistance or resources given by the colleagues and supervisors is accounted as Instrumental support. Support at work place can promote general well-being, quality of work life and active coping and act as a buffer. The high risk of work stress will be carried by high demand, low control and low support. The demand–control–support model has suggestions for job design in order to develop support and control with a vision to increase worker productivity and engagement (Theorell 2001).

6. Effort-Reward Imbalance Model

The effort-reward imbalance (ERI) model addresses the connection between an employee's efforts and the benefits they receive as part of their job. According to the ERI model, work characterised by elevated amounts of effort and little reward results in strain (such as psychological symptoms and physical health issues). The benefits of the employment can be monetary, such as income, or intangible, such as respect and fairness. Over-commitment to the job might fuel imbalance, according to another aspect of the model.

1. Job Demands-Resources Model

The conservation of resources theory and the DCS model both of them influences on the job demands-resources model. Demands, like in the DCS model, refer to the volume of the workload. In order to perform a job satisfactorily, one must have access to the necessary bodily (e.g., equipment), mental (e.g., the incumbent's job-related abilities and knowledge), communal (e.g., supervisors' level of support), and organisational resources (e.g., the extent of task-related discretion given to the worker). Job stress is tied to both high workloads and a lack of resources.

2. Diathesis-Stress Model

The diathesis-stress model examines the diathesis, or an individual's vulnerability to stressful life events. Regarding such condition or vulnerability, people vary. The paradigm contends that the setting in which a person experiences workplace pressures at different types of intensity includes the individual's diathesis. An extremely stressful event might not result in a mental or somatic problem if the person has an extremely high tolerance to stress (is generally unaffected by it). However, if the trigger (such as a heavy job or a tense co-worker relationship) exceeds the person's diathesis, health issues may result.

Role Overload

Some theories explaining role overload include role conflict theory, role strain theory, and role enhancement theory.

1. Role Conflict Theory

The concept of role conflict theory, put forth by sociologist Robert K. Merton in 1957, centres on the possibility that people may experience conflicts between the demands of various roles they play. According to the theory of role conflict, overload can result from competing demands from several roles. According to Merton's theory, these conflicts can happen when the demands and expectations of one position collide with those of another. People who struggle to manage these competing demands may experience tension, irritation, and overload as a result of this collision.

Merton categorized role conflict into two main types:

Intra-role conflict: When obligations within an individual role are conflicting or contradictory, there is an intra-role conflict. For instance, a boss can have conflicting expectations about how to be friendly and authoritative, which could lead to conflict.

Inter-role conflict: This occurs when demands from one role conflict with those from another. For instance, an individual may be a committed parent and an equally devoted employee, yet the responsibilities of the job may interfere with family time, causing disagreements between these two positions.

Merton's role conflict theory highlights how these conflicts can result in feelings of stress, dissatisfaction, and difficulty in performing effectively in both roles. Individuals may feel torn between meeting the demands of different roles, leading to a sense of overload. It's Important to note that while Merton's theory has contributed significantly to the understanding of role conflict, subsequent research in sociology and psychology has further developed the concept, exploring factors that influence the experience of role conflict and its effects on individuals' well-being and performance.

1. Role Strain theory

Strain theory, initially developed by sociologist Robert K. Merton, is a sociological framework that seeks to explain how social structures and cultural values can lead to deviant behavior. Merton's theory was first introduced in his 1938 work "Social Structure and Anomie," and he further refined it in his 1957 book "Social Theory and Social Structure." According to Merton, individuals experience strain when they are unable to achieve societal goals through approved means. The theory identifies five different ways people respond to this strain:

Conformity: Individuals accept both the societal goals and the approved means to achieve them.

Innovation: Individuals accept the societal goals but resort to unconventional or deviant means to achieve them.

Ritualism: Individuals abandon the pursuit of societal goals but continue to follow the established means.

Retreatism: Individuals reject both the societal goals and the approved means, often withdrawing from mainstream society.

Rebellion: Individuals reject societal goals and means, instead creating their own goals and means.

Merton's strain theory highlights the importance of the disjunction between cultural goals and the means available to achieve them. It also takes into consideration the role of social structure in shaping individuals' responses to strain. While Merton's work is central to the development of strain theory, other authors have also contributed to its evolution. For example, Albert K. Cohen expanded on Merton's ideas in his 1955 book "Delinquent Boys," where he emphasized the role of subcultures in generating deviant behavior among lower-class youths as a way to cope with status frustration. Robert Agnew proposed a General Strain Theory in the early 1990s, suggesting that strain arises not only from blocked opportunities but also from the removal of positive stimuli and the presence of negative stimuli. His work broadened the scope of strain theory to include various sources of strain beyond economic factors. In summary, Role strain theory emphasizes the difficulties that arise from having too many demands within a single role and also explains how societal pressures and structural constraints can lead individuals to engage in deviant behavior. Over time, other authors like Albert K. Cohen and Robert Agnew have contributed to its expansion and refinement.

2. Role enhancement theory

The Role Enhancement Theory, proposed by Parasuraman and Simmers in 2001, extends the understanding of role overload. It suggests that people often perceive their roles as overloaded when they feel that their skills and abilities are underutilized. In other words,

individuals might experience role overload not just due to excessive demands, but also because they feel they could contribute more effectively if given the chance. This theory emphasizes the importance of aligning job roles with an individual's competencies to reduce feelings of overload. Role enhancement theory, on the other hand, suggests that individuals may perceive role overload when they take on additional roles due to personal motivations or societal pressures.

Psychological well-being

Professor Carol Ryff studied "Well-Being" before it was cool. Ryff was already quietly working on the problem at the University of Wisconsin-Madison. Carol Ryff was motivated by two things: firstly, well-being should not be restricted to medical or biological descriptions, instead it is a philosophical question about the meaning of a good life. Secondly, current psychological theories of well-being at that time lacked empirical rigor—they had not been and could not be tested.

To construct a theory that joins philosophical questions with scientific empiricism, Ryff mined for building blocks in a diverse selection of well-being theories and research, from Aristotle to John Stuart Mill, from Abraham Maslow to Carl Jung. She identified the recurrence and convergence across these diverse theories, and these intersections gave her the foundation for her new model of well-being.

1. Carol Ryff's Psychological well-being model

The Ryff's Scale is based on six dimensions: autonomy, individual growth, environmental mastery, favourable positive interpersonal relationships, meaning in life, and self-acceptance. Higher test scores demonstrate higher psychological well-being. Below I've listed brief descriptions of each dimension.

• **Autonomy** – People have to rate their autonomy in this where High score in this dimension display that the respondent is independent and regulates their behaviour independent of external compulsions. They are self reliant and are capable of thinking of themselves. They don't conform to people and don't care what others think of them. People who are low on autonomy are dependent on others. They are worried about what people think of them and conform to them more.

The dimensions are as follows:

- Very low in autonomy
- Low in autonomy
- Somewhat low in autonomy
- Neutral or sometimes high and sometimes low
- Somewhat high in autonomy
- High in autonomy
- Very high in autonomy

• **Environmental Mastery** – It is the degree to which the people have a mastery over their environment. Whether they feel competent enough to meet the needs of the situation or not. In this, high scores indicate that the person productively utilises the opportunities being given and has an awareness of managing environmental factors and activities, including creating circumstances to benefit individual needs. Those who have a low score may feel powerless and feel that they have a lack of resources to cope with the environment. People having low scores are always stressed and overwhelmed.

The dimensions are as follows:

- Very low in environmental mastery
- Low in environmental mastery

- Somewhat low in environmental mastery
- Neutral or sometimes high and sometimes low
- Somewhat high in environmental mastery
- High in environmental mastery
- Very high in environmental mastery

• **Personal Growth** – If someone scores high in this, it represents that they are welcoming of new environments and continually keep developing, they recognise improvement in behaviour and themselves over time. People see themselves as moving or changing in a positive direction or moving towards their potential and becoming more mature. There is an increase of self knowledge and they are able to learn new skills also. People with low scores feel a low sense of change and they feel more bored with life. They seem less interested in their life and they also feel a lack of improvement also.

The dimensions are as follows:

- Very low in personal growth
- Low in personal growth
- Somewhat low in personal growth
- Neutral or sometimes high and sometimes low
- Somewhat high in personal growth
- High in personal growth
- Very high in personal growth

• **Positive Relations** – Scoring high in this dimension reflects an individual's involvement in significant relationships with others that encompasses mutual empathy, intimacy, and affection. People who are high in positive relationships feel connected, respected and loved well. They share aspects, have intimacy and are secure in their relationships. People who are having a low

score in this aspect feel unappreciated, disrespected, unloved, disconnected, misunderstood and rejected as well.

The dimensions are as follows:

- Very poor relations with others
- Poor relations with others
- Somewhat poor relations with others
- Neutral or sometimes positive and sometimes negative
- Somewhat positive relationships with others
- Positive relations with others
- Very positive relations with others

• **Purpose in Life** – High scorers in this depict vigorous goal orientation and conviction that life has meaning, a purpose. They basically work so that they can give a difference to their world and they are also connected to their ideas. These people have an idea of what their life is all about. The people who have a low value feel that there is no value in their life. They just feel that they are in this world to accomplish a few tasks.

The dimensions are as follows:

- Very low in sense of purpose
- Low in sense of purpose
- Somewhat low in sense of purpose
- Neutral or sometimes high and sometimes low
- Somewhat high in sense of purpose
- High in sense of purpose
- Very high in sense of purpose

• **Self-Acceptance** – Individuals scoring high in this reflect a positive attitude about themselves, their past behaviors and the choices they have made in their past. In this the individuals have to rate their levels of self acceptance. Those who have a high acceptance level feel good about whatever they are and they are able to accept their multiple aspects whether good or bad. Those who have a low self acceptance are very critical of themselves, their behaviors and their past experiences. They are also often confused about their identity and they often wish to be someone who is perfect in everyone's eyes.

The dimensions are as follows:

- Very low in self-acceptance
- Low in self-acceptance
- Somewhat low in self-acceptance
- Neutral or sometimes high and sometimes low
- Somewhat high in self-acceptance
- High in self-acceptance
- Very high in self-acceptance

Although, recently the validity of the model has come under question as some major survey results have shown that four of the six dimensions viz. personal growth, purpose in life, environmental mastery, and self-acceptance, may all empirically be considered one dimension only. Regardless, the model has still helped a number of theories and tests.

Empirical review

To better understand job stress, role overload and psychological well-being among autorickshaw drivers as well as the relationship between the respective variables among them, it was required to review the existing literature. The empirical review entails a comprehensive report of other researchers' works related to the present study. The literature review of job stress

includes studies that are significant to the current research and the literature review of role overload and psychological well-being include studies that are significant to the current research.

Palle Satya Reddy et al. (2019) had conducted a cross sectional study on Assessment of job Stress among Autorickshaw Drivers in Urban Areas of Raichur. 206 auto-rickshaw drivers were randomly selected from auto-rickshaw stands from different parts of the city. It is found that the prevalence of stress among auto-rickshaw drivers was 29.61%, in which majority (17.96%) had moderate stress, followed by 11.65% had mild stress.

Amey Joshi et al. (2021) had conducted study on 'The prevalence of job stress, stressors and coping mechanisms and the socio-demographic factors associated among the auto-rickshaw drivers in Bengaluru city'. A cross-sectional study was conducted amongst 140 randomly selected auto-rickshaw drivers. It is found that the prevalence of job stress among auto-rickshaw drivers is high.

Peter Rowdena et al. (2011) had conducted study on 'The Relative Impact of Work-Related Stress, Life Stress, and Driving Environment Stress on Driving Outcomes'. Two Hundred and forty-seven public sector employees from Queensland, Australia, were selected and focused on full-time professional drivers. It is found that driver stress is reciprocally related to stress in other domains including work and domestic life.

Mamoona Noor, Gulzar Ahmad (2021) had conducted a study on 'Sleep quality, decision making and psychological well-being among auto drivers'. Three hundred auto drivers were undertaken from Pakistan using convenient sampling method. This study concluded that poor sleep quality decreased the level of decision making and psychological well-being of auto-drivers.

Rajesh Ranjan (2015) had conducted a study on Work-Life Balance of Auto Rickshaw Drivers in Mumbai. A sample of 50 auto rickshaw drivers were randomly selected at Dadar railway station, Mumbai. This study indicates those who spent more time on family than work (driving) experiences a higher quality of life and psychological well-being than who spent more time on work (driving) than family.

Ayesha Khatun et al. (2022) had conducted a study on Effects of work stress on psychological well-being and job satisfaction. The aim of the study was to gather information on effects of work stress on psychological well-being and job satisfaction. According to the analysis's findings, there is a negative association between job satisfaction, psychological well-being, and work stress. This study also emphasizes on the effect of overload on work stress.

Beata A. Barinska (2008) conducted a study on effect of job-related stress on psychological well-being. The objective of the investigation was to determine how elements that contribute to job stress affect firefighters' psychological health. 121 firemen from rescue-firefighting units were examined. The findings of the study suggest that job stress had definitely a strong impact on well-being. People with weaker psychological wellbeing reported feeling stressed out at work a lot. The main cause of the well-being deterioration was work overload.

The meditative role of social support was the focus of a study on workplace stress and mental health among working men and women in Europe by Aziz Mensah in 2021. In this study, working men and women in Europe were examined to see how social support affected the association between workplace stress and mental health. The findings demonstrated a direct negative link between occupational stress and workers' mental health across Europe. ($\beta = -0.2352$, $p < 0.05$).

During COVID 19: The Mediating Role of Positive Psychological Capital, T. Ravikumar (2020) conducted a study on the relationship between occupational stress and

psychological wellbeing. This study investigates the levels of occupational stress (OS), psychological well-being (PWB), and the connection between OS and PWB among health care workers and police officers during the pandemic. It is found that occupational stress significantly impacts psychological wellbeing of HCWs and police personnel.

A study on work stress and psychological health among young employed persons was done by Preeti Srivastav in 2021. Examining the link between work stress and well-being among employed young adults was the goal of the current study. The study used 100 employed young adults as a random sample. The study's findings showed a job stress had a negative impact on young adults' health and well-being. The relationship between work stress and psychological health was found to be negative.

M.Nirmala, Hidayathulla.U conducted study on Occupational Stress and Psychological Well-Being – A Study on employees in Food Delivery Services. This study aims to examine the effects of professional stress on the psychological health of executives in the food delivery industry. Information gathered from 180 food delivery executives working for chosen food delivery businesses in the Malappuram district This study revealed that the occupational stress has greater negative impact on psychological well-being of food delivery executives.

Tharindu C. Dodanwala et al. (2022) conducted study on The mediating role of work–family conflict on role overload and job stress linkage. The present study explored different dimensions of work–family conflict and job stress. In the relationship between role overload and psychological stress, the mediating role of work-family conflict caused by time and tension was evaluated. The results supported the mediating role of work–family conflict on the relationship between role overload and job stress. Role overload's impact on psychological stress was partially mitigated by conflict between the workplace and the family.

Zhou Yongkan et al., (2014) conducted a study on the relationship among role conflict, role ambiguity, role overload and job stress of Chinese middle-level cadres. The purpose of this study is to investigate the connections between middle-level cadres in Chinese local government and role conflict, role ambiguity, role overload, and job stress. The results showed that job anxiety and job stress were significantly and positively correlated with role ambiguity, role conflict and role overload; role conflict and role overload had a significant and positive effect on time stress, job anxiety and job stress.

Role overload, job happiness, leisure satisfaction, and psychological health among working women were all studied by Quinn M. Pearson in 2008. For 155 women who worked full-time, role overload, job satisfaction, leisure satisfaction, and mental health were assessed. The results showed that Role overload was negatively correlated with psychological health, job satisfaction, and leisure satisfaction.

A study on the effects of stress on the psychological health of government employees was carried out in Malaysia by Abdul Jumaat bin Mahajar. This paper's objective is to present research on the level of occupational stress experienced by administrative and diplomatic (PTD) officers. The result shows that occupational stress has a significant positive correlation with psychological well-being.

Conclusion

The empirical studies reviewed here accounted for the understanding of the variables: Job stress, role overload and psychological well-being. Some pertinent pieces of evidence from the reviews convey that psychological well-being is influenced by job stress and role overload. However, the studies related to these variables among autorickshaw drivers are limited and the majority of the studies have been conducted in Western countries. Therefore, it is found reasonable to study the relationship between these variables in an Indian population. The

studies examining relationship between role overload and psychological well-being among autorickshaw drivers and other variables from present study is scarce, and the present study aimed to address this gap in the literature. It is essential to examine how psychological well-being is associated with job stress and role overload because it helps researchers and therapists understand how to manage the well-being of autorickshaw drivers and practices to improve well-being. This study intends to bridge the gap in the literature by advancing the understanding of the explicit connections between job stress, role overload and psychological well-being among autorickshaw drivers. Further investigation and academic research are needed because only a limited number of studies have unequivocally examined job stress, role overload and psychological well-being among autorickshaw drivers.

CHAPTER III

METHOD

The methodical, theoretical investigation of operational steps used in a subject of study constitutes research methodology. It entails describing, explaining, and making predictions about occurrences in order to address issues. Research designs, target populations, sample sizes and sampling techniques, data gathering tools, and data processing procedures are all included in the research methodology. Methodologies offer the theoretical foundation for understanding which technique, or combination of procedures, can be used to a certain scenario rather than providing solutions (Kothari, 2004).

Research design

The heart of each study is its research design, which is defined by Kothari (2004) as “a plan, a roadmap, and a blueprint strategy of investigation conceived to obtain answers to research questions.” In light of this study’s objectives, it was determined that a descriptive research design was appropriate. The survey method using questionnaires was adopted for collecting data regarding the variables of the study. Calderon & Gonzales (2018), define descriptive research as “a purposive process of gathering, analysing, classifying, and tabulating data about prevailing conditions, practices, processes, trends, and cause-effect relationships and then making an adequate and accurate interpretation of such data with or without or sometimes minimal aid of statistical methods”.

Participants

A total sample of 80 autorickshaw drivers was collected by using the convenience sampling method. The sample consists of 80 male autorickshaw drivers. In the respective

sample, the age of autorickshaw drivers ranged from 30 to 63 years. The sample consisted of autorickshaw drivers belonging to various places in Thiruvananthapuram district.

Tools used for data collection

Variables: The variables in the current study are job stress, role overload and psychological well-being

In the present study existing standardized research questionnaires were used to assess job stress, role overload and psychological well-being. A number of studies have statistically analysed and tested the questionnaires in order to corroborate the reliability and validity.

The following scale was used to measure Job stress:

Job stress scale

Job Stress Scale developed by Parker and Decotiis in 1983 was used to measure job stress in the present study. It is comprised of 13 items scored on a 5-point Likert scales ranging from strongly disagree to strongly agree. It consists of two dimensions: time stress and anxiety.

Reliability

Job Stress Scale was found to have good internal consistency, with Cronbach's alpha values ranging from 0.71 to 0.82.

Validity

Job stress was negatively correlated with organizational commitment and job satisfaction and positively correlated with role ambiguity and overload. This reveals a good validity of the scale.

Scoring

The questionnaire was administered to the respondents personally. The instructions were given to the respondents and are asked to respond how frequently they have experienced each of the 13 statements using a 5-point Likert scale from 1 (strongly disagree) to 5 (strongly agree). The overall scores were summed up and was computed for the 13 items. The scores 49 to 65 show high scores that reflect higher levels of job stress, 30 to 48 show average scores and 13 to 29 shows low levels of job stress.

The following scale was used to measure role overload:

Reilly role overload scale

Role overload was measured through the usage of Reilly role overload scale developed by Reilly (1982). It consists of 13 items that are scaled on Likert type scale with the response category ranging from strongly disagree to strongly agree.

Reliability

The scale has well-established Reliability where Cronbach's alpha is .88 and item total correlations vary range from .50 to .80.

Validity

It also has good validity as reported by the correlations of the scale with women's work attitude and work status to be .15 and .17 respectively.

Scoring

The questionnaire was administered to the respondents personally. The instructions were given to the respondents and are asked to respond how frequently they have experienced each of the 13 statements using a 5-point Likert scale from 1 (strongly disagree) to 5 (strongly

agree). The overall scores were summed up and was computed for the 13 items. The scores 49 to 65 show high scores that reflect higher levels of job stress, 30 to 48 show average scores and 13 to 29 shows low levels of job stress.

The following scale was used to measure psychological well-being:

Psychological Well-being Scale (RPWBS)

Developed by psychologist Carol D. Ryff to assess the psychological well-being with modified 18 item version of Ryff's Scales of Psychological Well Being. The scale includes 3 items for each of 6 aspects of well-being: self-acceptance, autonomy, environmental mastery, purpose in life, positive relations with others, and personal growth.

Reliability

The test-retest reliability coefficient of RPWBS was 0.82. The subscales of Self-acceptance, Positive Relation with Others, Autonomy, Environmental Mastery, Purpose in Life, and Personal Growth were found to be 0.71, 0.77, 0.78, 0.77, 0.70, and 0.78 respectively, which were statistically significant ($p < 0.001$).

Validity

The correlation coefficient of RPWBS with Satisfaction with Life, Happiness, and Self-esteem were also found to be: 0.47, 0.58, and 0.46 respectively which were also significant ($P < 0.001$).

Scoring

The questionnaire was administered personally. Each item was explained to participants and is recorded on scale. There were reverse scoring items also. The overall scores were summed up and was computed for 18 items. The scores 91 to 126 show high scores that reflect

higher levels of psychological well-being, 55 to 90 show average scores and 18 to 54 shows low levels of psychological well-being.

Personal Data Sheet

To collect the socio - demographic details of the participants a personal data sheet was provided which included the variables such as name, age and gender.

Informed Consent Form

An informed consent form which includes the terms of confidentiality and the purpose of the study was given to the participants to ensure their voluntary participation in the study.

Procedure for Data Collection

For the purpose of data collection, responses were collected from autorickshaw drivers by providing questionnaires directly with them. Consent from participants was taken. Individual voluntary participation was ensured. The consent form and the personal data sheet used for data collection have been enclosed in the appendix. Participants were informed about all the required details for filling up questionnaire and were informed about the instructions given. The participants were also requested to respond honestly to every item of the questionnaire. 10-15 minutes were utilized for completing the questionnaire. After data collection, scoring was done and subjected to statistical analysis.

Statistical Techniques used for Data Analysis

The following were the statistical techniques used for analysing the data. Statistical analysis for the data was done using the SPSS-22 (Statistical Package for Social Sciences) Version.

Frequency distribution and percentage

It uses descriptive statistics to display the frequency of each response selected by the respondents. Frequency distribution arrangement of statistical data that exhibits the frequency of the occurrence of the values of a variable. The symbol used to represent percentage is %, where percent simply means “per hundred”.

Mean and standard deviation

Mean refers to the average of a set of values. In statistics, the mean summarizes an entire dataset with a single number representing the data’s center point or typical value. The mean of the population can be tested presuming different situations such as the population may be normal or other than normal, it may be finite or infinite, the sample size may be large or small, the variance of the population may be known or unknown and the alternative hypothesis may be two-sided or one-sided. The degree of data dispersion from the mean is indicated by the standard deviation.

Spearman’s correlation

In statistics, Spearman’s rank correlation coefficient or Spearman’s ρ , named after Charles Spearman and often denoted by the Greek letter ρ or as $r_{\{s\}}$, is a nonparametric measure of rank correlation. It evaluates how well a monotonic function can capture the association between two variables. A statistical indicator of the degree of significance of a monotonic relationship among paired data is the Spearman’s correlation coefficient. There is no requirement of normality and hence it is a nonparametric statistical method.

CHAPTER IV

RESULTS AND DISCUSSION

The present chapter deals with results and discussion. This study was conducted to discover job stress, role overload and psychological well-being among autorickshaw drivers. The study was conducted among 80 male autorickshaw drivers selected from different places of Thiruvananthapuram district, using convenient sampling method. Data collection involved administering Job stress scale (Parker and Decotiis, 1983), Reilly role overload scale (Reilly, 1982) and psychological well-being scale (Ryff,2007) directly. The scoring of Job stress scale, Reilly role overload scale and psychological well-being scale was done according to standardised manual. Using SPSS, the obtained data matrices were then subjected to appropriate statistical analysis. To summarise the data, descriptive statistics were first applied. The following statistical techniques were used for data analysis: frequency distribution and percentage, mean and standard deviation and spearman's correlation method.

The study explores relationship between three variables namely job stress, role overload and psychological well-being. The present study focuses on relationship between Job stress and psychological well-being among auto-rickshaw drivers, relationship between role overload and psychological well-being among autorickshaw drivers. It also analyses relationship between job stress and role overload among autorickshaw drivers. The obtained results for the variables of interest have been presented in the tables below and the results are discussed with respect to objectives and hypotheses of the present study.

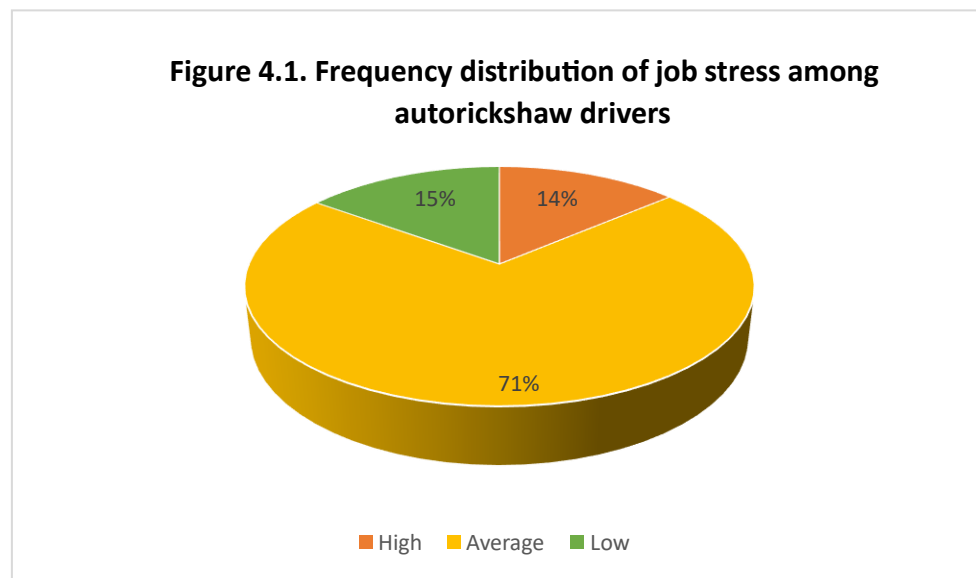
Job stress among autorickshaw drivers

The results obtained for job stress among autorickshaw drivers are discussed in the following tables:

Table 4.1

Frequency Distribution job stress among autorickshaw drivers

Variable	Level	Autorickshaw drivers (N-80)
Job stress	High	11
	Average	57
	Low	12



The variable shown in Table 4.1 and the respective figure 4.1 is Job stress and it shows three levels; High, Average, and Low. Each level is used to represent the degree of job stress experienced by the autorickshaw drivers. Table 4.1 and the respective figure 4.1 represents the

frequency distribution of job stress among autorickshaw drivers (N-80) in the present study. Both the table and pie chart show that among 80 male autorickshaw drivers (N-80), 14% (11) of autorickshaw drivers experience high job stress levels, that is only below average percentage of autorickshaw drivers are experiencing high job stress. Out of 80 autorickshaw drivers, 71% (57) experience average job stress levels, which include more than average of total sample and 15% (12) of autorickshaw drivers experience low job stress levels which is also less than average percentage. From Table 4.1 and figure 4.1, it can be concluded that majority of autorickshaw drivers experience average levels of job stress in the present study.

Table 4.2

Descriptive statistics of job stress, role overload and psychological well-being among autorickshaw drivers

Variables	Mean	Standard deviation
Job stress	38.64	8.48
Role overload	42.49	8.91
Psychological well-being	89.18	10.71

The above table shows mean and standard deviation of job stress, role overload and psychological well-being among autorickshaw drivers. Accordingly, the mean and standard deviation of job stress among autorickshaw drivers is given below in the table:

Table 4.3*Descriptive statistics of job stress among autorickshaw drivers*

Variable	N	Mean	Standard deviation
Job stress	80	38.64	8.48

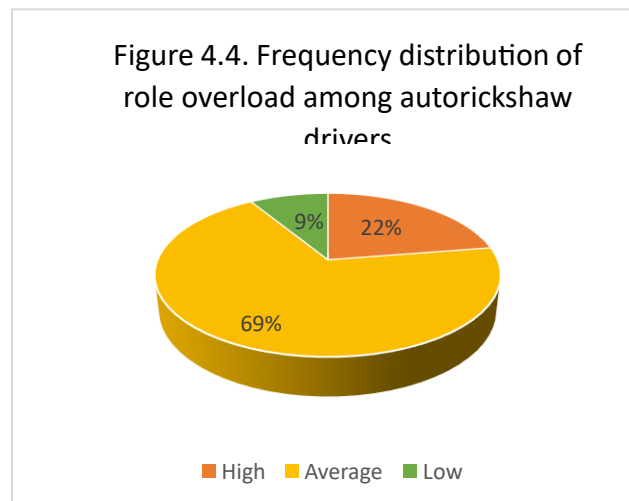
Table 4.3 shows the mean and standard deviation of job stress among autorickshaw drivers (N-80). The mean value of job stress among autorickshaw drivers (N-80) is found to be 38.64. This mean score provides insight into the level of job stress that autorickshaw drivers are encountering in their daily work. The standard deviation (S.D) showing the dispersion of job stress scores around the mean is found to be 8.48 for autorickshaw drivers. Thus, the result, indicates that autorickshaw drivers in the present study as a whole have an average level of job stress.

Role overload among autorickshaw drivers

The results obtained for role overload in the present study are given in the following tables below:

Table 4.4*Frequency distribution of role overload among autorickshaw drivers*

Variable	Level	Autorickshaw drivers(N-80)
Role overload	High	18
	Average	55
	Low	7



The variable shown in Table 4.4 and the respective figure 4.4 is role overload and it shows three levels; High, Average, and Low. Each level is used to represent the degree of role overload experienced by the autorickshaw drivers. Table 4.4 and the respective figure 4.4 represents the frequency distribution of role overload among autorickshaw drivers (N-80). Both the table 4.4 and pie chart show that among 80 autorickshaw drivers, 22% (18) of autorickshaw drivers experience high role overload, which constitute below average percentage of total sample, 69% (55) of autorickshaw drivers experience average role overload, which constitute

above average percentage of total sample and 9% (7) of autorickshaw drivers experience low levels of role overload, which includes below average percentage of total sample. From Table 4.4 and figure 4.4, it can be concluded that majority of autorickshaw drivers experience average levels of role overload in the present study.

Table 4.5

Descriptive statistics of role overload among autorickshaw drivers

Variable	N	Mean	Standard deviation
Role overload	80	42.49	8.91

Table 4.5 shows the mean and standard deviation of role overload among autorickshaw drivers (N=80). The mean value of role overload among autorickshaw drivers is found to be 42.49. This mean score provides insight into the level of role overload that autorickshaw drivers are encountering in their daily work and standard deviation showing the dispersion of role overload scores around the mean is found to be 8.91 among autorickshaw drivers. From the mean score of role overload, it can be understood that autorickshaw drivers in the present study as a whole have an average level of role overload.

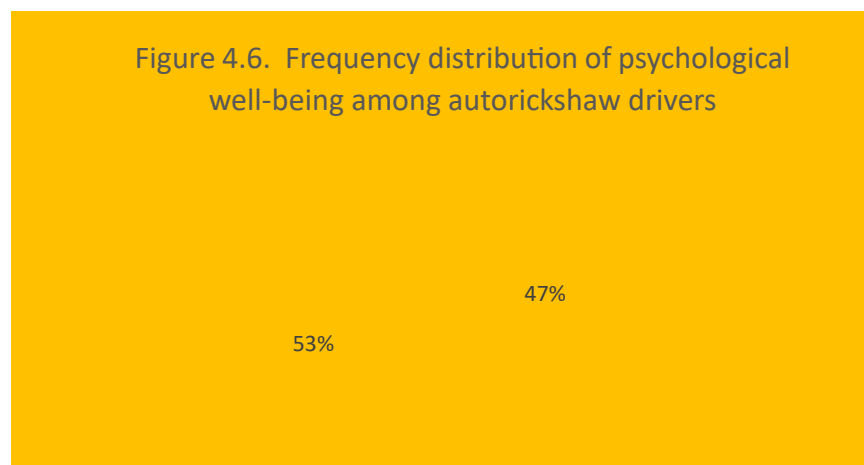
Psychological well-being among autorickshaw drivers

The results obtained for psychological well-being among autorickshaw drivers are discussed in the following tables below:

Table 4.6

Frequency distribution of psychological well-being among autorickshaw drivers

Variable	Level	Autorickshaw drivers
Psychological well-being	High	38
	Average	42



The variable shown in Table 4.6 and the respective figure 4.6 is psychological well-being and it shows high and average levels of psychological well-being among autorickshaw drivers. Each level is used to represent the degree of psychological well-being experienced by the autorickshaw drivers. Table 4.6 and the respective figure 4.6 represents the frequency distribution of psychological well-being among autorickshaw drivers (N=80). Both the table 4.6 and pie chart show that among 80 autorickshaw drivers, 47% (38) of autorickshaw drivers experience high levels of psychological well-being, which constitute above average percentage of total sample, 53% (42) of autorickshaw drivers experience average levels of psychological well-being, which constitute more than half of the total sample. From table 4.6, it can be

understood that autorickshaw drivers did not experience low levels of psychological well-being in the present study. It can be concluded that majority of autorickshaw drivers in the present study experience average levels of psychological well-being.

Table 4.7

Descriptive statistics of psychological well-being among autorickshaw drivers

Variable	N	Mean	Standard deviation
Psychological well-being	80	89.18	10.71

Table 4.7 shows the mean and standard deviation of psychological well-being among 80 male autorickshaw drivers. The obtained mean value of psychological well-being among autorickshaw drivers in the present study (N=80) is 89.18. This mean score provides insight into the level of psychological well-being that autorickshaw drivers are experience in their daily work. Standard deviation showing the dispersion of psychological well-being scores around the mean, S.D = 10.71. Thus, it can be inferred that autorickshaw drivers in the presentstudy as a whole have an average level of psychological well-being.

Relationship between job stress and psychological well-being among autorickshaw drivers

The results obtained for the relationship between job stress and psychological well-being among autorickshaw drivers is discussed in the tables below:

Table 4.8*Relationship between job stress and psychological well-being among autorickshaw drivers*

Variables	r	Sig
Job stress		
	-.237*	.034
Psychological well-being		

***Correlation is significant at the 0.05 level (2-tailed).**

Table 4.8 shows the findings for the correlation between job stress and psychological well-being among autorickshaw drivers (N=80). Correlation between job stress and psychological well-being among autorickshaw drivers was analysed using Spearman's correlation. The correlation coefficient was found to be $r = -.237$ and the sig. value was found to be 0.034. A weak negative correlation between job stress and psychological well-being is indicated and this implies that psychological well-being tends to decrease as job stress increases and vice versa. It also suggests poorer levels of psychological well-being among autorickshaw drivers are related to higher levels of job stress. Table 4.8 indicates that the observed correlation is statistically significant at the 0.05 level (2-tailed). This further supports the notion that there is a true association between job stress and psychological well-being because it suggests that the possibility of getting such a correlation solely by coincidence is minimal. This indicates that there is a significant relationship between job stress and psychological well-being among autorickshaw drivers in the present study. It also shows that psychological well-being gets negatively affected by job stress. Hence the null hypothesis which states that "there will be significant relationship between job stress and psychological well-being among autorickshaw

drivers” is accepted. It was observed that the magnitude of the relationship between job stress and psychological well-being is relatively low.

A study conducted by Amey Joshi, Raveendra H. R. Reddy, and Anurag Agarwal (2021) on autorickshaw drivers of Bengaluru city, reports that high levels of job stress were consistently associated with poor health, physical and mental health of the driver and risks the life of his passengers which is also evidenced by our study.

Another study conducted by Sarah Lalngaihawmi (2018) among taxi drivers of Mizoram city observed that job stress and age have a significant negative relationship on well-being which is also consistent with the present study.

Relationship between role overload and psychological well-being among autorickshaw drivers

The results obtained for the relationship between role overload and psychological well-being among autorickshaw drivers is discussed in the tables:

Table 4.9

Relationship between role overload and psychological well-being among autorickshawdrivers

Variables	R	Sig
Role overload	-.280*	.012
Psychological well-being		

***Correlation is significant at the 0.05 level (2-tailed).**

Table 4.9 shows the findings for the correlation between role overload and psychological well-being among autorickshaw drivers (N-80). Correlation between role overload and psychological well-being among autorickshaw drivers was analysed using spearman's correlation. The correlation coefficient was determined to be $r = -.280$ and the sig. value was found to be .012 and correlation is significant at 0.05 level. The negative sign of the correlation coefficient suggests an inverse relationship, that is, as one variable increases, the other tends to decrease and the sig. value implies that the correlation is statistically significant. From the table, it can be interpreted that there is a statistically significant negative correlation between role overload and psychological well-being. This implies that as role overload increases, psychological well-being tends to decrease. In the present study, autorickshaw drivers who experience higher levels of role overload are more likely to have lower psychological well-being. Accordingly, the null hypothesis which states that "there will be significant relationship between role overload and psychological well-being among autorickshaw drivers" is accepted. It was observed that the magnitude of relationship between role overload and psychological well-being is low.

The result of present study correlates with findings of another study conducted by Quinn M. Pearson on Role overload, job happiness, leisure satisfaction, and psychological health (2008). The results showed that Role overload was negatively correlated with psychological wellbeing.

Another study replicating similar findings was conducted by Peter T. van den Berg and Rene Schalk on Type A Behavior, Well-being, Work Overload, and Role-related Stress in Information Work. In this study the psychological wellbeing correlated negatively with role overload and role related stress.

Relationship between Job stress and role overload among autorickshaw drivers

The results obtained for relationship between job stress and role overload among autorickshaw drivers is discussed in the tables:

Table 4.10

Relationship between job stress and role overload among autorickshaw drivers

Variables	R	Sig
Job stress	.758**	.000
Role overload		

****Correlation is significant at the 0.01 level (2-tailed).**

Table 4.10 shows the findings for the correlation between job stress and role overload among autorickshaw drivers (N=80). Correlation between job stress and role overload among autorickshaw drivers was analysed using Spearman's correlation. The correlation coefficient was determined to be $r = .758$ and the p-value was found to be .000 and correlation is significant at 0.01 level. The correlation coefficient indicates a strong positive correlation between job stress and role overload. In other words, as job stress increases, role overload also tends to increase among autorickshaw drivers in the present study. The p-value suggests that the correlation is statistically significant at the 0.01 level (2-tailed). The statistical analysis indicates that there is significant positive relationship between job stress and role overload among autorickshaw drivers. This suggests that as job stress increases, role overload also increases for the autorickshaw drivers in the present study. Consequently, the null hypothesis

which states that “there will be significant relationship between job stress and role overload among autorickshaw drivers” is accepted.

The result of present study correlates with findings of another study conducted by Zhou Yongkang and his associates (2014) on relationship among role overload and job stress. The results showed that job stress was significantly and positively correlated with role overload.

CHAPTER V

SUMMARY AND CONCLUSION

The study aimed to examine job stress, role overload and psychological well-being among autorickshaw drivers of Thiruvananthapuram district. The sample size of the present study was 80 male autorickshaw drivers. The samples were male autorickshaw drivers within the age group of 30 to 63 years. Samples are selected for the present study by using the convenient sampling technique. To measure the variables of interest, existing standardized measures are used such as job stress scale by Parker and Decotiis, 1983, Reilly role overload scale by Reilly, 1982 and psychological well-being scale by Ryff, 2007. Informed consent and personal data sheet are also collected from the participants directly. The data is collected through individual face to face interaction in their convenient setting. After data analysis, non-parametric test such as the spearman's correlation method is used for the statistical analysis of the data. The results obtained by the analysis are discussed comprehensively with respect to objectives and hypotheses.

Summary of the study

The major objectives of the present study were:

- 1) To find out relationship between Job stress and psychological well-being among autorickshaw drivers.
- 2) To find out relationship between Role overload and psychological well-being among autorickshaw drivers.
- 3) To find out relationship between Job stress and Role overload among autorickshaw drivers.

The hypotheses of the study were:

Hypothesis 1. There will be significant relationship between Job Stress and Psychological well-being among autorickshaw drivers.

Hypothesis 2. There will be significant relationship between Role Overload and Psychological well-being among autorickshaw drivers.

Hypothesis 3. There will be significant relationship between Job Stress and Role Overload among autorickshaw drivers.

The sample of the present study was 80 autorickshaw drivers from different places of Thiruvananthapuram district of Kerala. The sample consisted of 80 males married autorickshaw drivers aged between 30 to 63 years. A descriptive research design was embraced for the current study. Job stress scale by Parker and Decotiis (1983), Reilly role overload scale by Reilly (1982) and psychological well-being scale by Ryff (2007) were used to collect the data. Data was collected directly from the autorickshaw drivers in their convenient setting. Obtained data were statistically analysed using SPSS – 22 version. The statistical tools used for the data analysis were frequency distribution and percentage, mean and standard deviation, and Spearman's correlation method.

The findings of the present study, “job stress, role overload and psychological well-being among autorickshaw drivers” states that there is significant relationship between job stress and psychological well-being among autorickshaw drivers. Job stress and psychological well-being shows negative correlation, that is, when job stress is increased, psychological well-being among autorickshaw drivers is decreased. There is significant relationship between role overload and psychological well-being among autorickshaw drivers. This shows negative correlation between role overload and psychological well-being among autorickshaw drivers, that is, when role overload is increased, psychological well-being is found to be decreasing.

Another finding of the study is that there is a significant positive correlation between job stress and role overload, which means that when job stress is increased, role overload is also found to be increased and vice-versa. Another conclusion from the study is that even though autorickshaw drivers are facing job stress and role overload in average levels, they are capable of maintaining average levels of psychological wellbeing through different coping strategies. From the samples, it is understood that they are making use of coping strategies like yoga and breathing exercises when possible.

Major findings and Conclusions of the Study

1. Among 80 autorickshaw drivers, (14%) experience high levels of job stress.
2. Among 80 autorickshaw drivers, (71%) experience average levels of job stress.
3. Among 80 autorickshaw drivers, (15%) experience low levels of job stress.
4. While assessing autorickshaw drivers (N-80) in the present study, samples as a whole experience an average level (mean = 38.64) of job stress.
5. Among 80 autorickshaw drivers, (22%) experience high levels of role overload.
6. Among 80 autorickshaw drivers, (69%) experience average levels of role overload.
7. Among 80 autorickshaw drivers, (9%) experience low levels of role overload.
8. While assessing autorickshaw drivers (N-80) in the present study, samples as a whole experience an average level (mean = 42.49) of role overload.
9. Among 80 autorickshaw drivers, (47%) experience high levels of psychological well-being.
10. Among 80 autorickshaw drivers, (53%) experience average levels of psychological well-being.
11. Among 80 autorickshaw drivers in the present study, none of them experience lower levels of psychological well-being.

12. While assessing autorickshaw drivers (N-80) in the present study, samples as a whole experience average level (mean = 89.18) of psychological well-being.
13. Significant relationship between job stress and psychological well-being among autorickshaw drivers (N-80) is found ($p = 0.01 < 0.05$).
14. Job stress and psychological well-being among autorickshaw drivers in the present study shows negative correlation with each other.
15. As job stress increases, psychological well-being is observed to be decreasing and vice-versa among autorickshaw drivers.
16. Significant relationship between role overload and psychological well-being among autorickshaw drivers (N-80) is found ($p = 0.01 < 0.05$).
17. Role overload and psychological well-being among autorickshaw drivers in the present study shows negative correlation with each other.
18. As role overload increases, psychological well-being is observed to be decreasing and vice-versa among autorickshaw drivers.
19. Significant relationship between Job stress and role overload among autorickshaw drivers in the present study (N-80) is found.
20. Job stress and role overload among autorickshaw drivers in the present study shows positive correlation with each other.
21. As job stress increases, role overload also increases and vice-versa among autorickshaw drivers in the present study.

Tenability of hypotheses

The tenability of hypotheses based on the results obtained from the study is discussed here

Table 5.1*Tenability of Hypotheses*

No.	Hypotheses	Tenability
1.	There will be significant relationship between job stress and psychological well-being among autorickshaw drivers	Accepted
2.	There will be significant relationship between role overload and psychological well-being among autorickshaw drivers	Accepted
3.	There will be significant relationship between job stress and role overload among autorickshaw drivers	Accepted

Implications of the study

The present study bestows directions for future investigation and research. The implications include insights into the challenges autorickshaw drivers face, potential interventions to improve their mental health, and a better understanding of the broader impact of stressors on these occupational groups. The present study has a significant contribution to the literature on psychology as it enhances the understanding of job stress, role overload and psychological well-being and its theoretical and empirical frameworks. Most of the studies on job stress, role overload and psychological well-being have been employed in the normal population. There are relatively few studies that examine the salient features of the constructs in autorickshaw drivers. Most of the studies among autorickshaw drivers addressed about their

socio-economic and physical health and very few studies about their psychological health. Since autorickshaw drivers have to invest their time and energy in work and is exposed to many kinds of risks such as stressful occupational conditions, environmental pollution, traffic congestions and they require high level of concentration and alertness, in their immediate environment. Stress interventions like mindfulness techniques, breathing exercises, yoga etc can enhance their ability to stay focused and maintain healthy life.

Within the context of counselling and psychotherapy, these findings could inform the University or college counselling services aspects to consider when offering individual Counselling or psychotherapy sessions. The findings of the present study convey that autorickshaw drivers experience average levels of job stress and role overload and they also experience average levels of psychological well-being. They are not getting enough leisure times to spend with their families and are always worried about their financial status. Majority of autorickshaw drivers in the present study are not able to engage in family functions which eventually affect their family structure and financial status. Therefore, there is a need to develop interventions to help autorickshaw drivers develop their state of well-being and to manage their stress and role conflicts in a healthy way. Intervention programmes such as CBT, Stress management techniques, Time management skills, Group therapy, Yoga, counselling sessions, different meditation techniques etc can be administered to improve their mental health and life satisfaction.

Limitations of the study

- The study was based on a small sample of 80 participants. When compared to the entire general population, the sample size was found relatively too small.
- The sample consisted of male autorickshaw drivers' population only. No female autorickshaw drivers are considered.

- The sample population consisted of autorickshaw drivers from the age group of middle adulthood to late adulthood only.
- The sample size was limited to specific geographical locations of Thiruvananthapuram district.
- The present study did not study the association of the constructs with demographic variables like age, educational qualification etc.
- The findings were based on self-reported data and may have been susceptible to response biases.
- In the present study, self-reported rates were considered and hence there is a possibility of over-reporting of job stress and role overload.

Suggestions for future research

- The present study was cross sectional, longitudinal studies can be conducted in future.
- The present study employed only a small sample of autorickshaw drivers, studies in future can include more no: of samples and demographic variables.
- The present study is only confined to male autorickshaw drivers, future studies could include other gender populations.
- Future studies can include other age groups and can be done in more geographical locations.
- Studies regarding role overload among autorickshaw drivers can be administered.

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APPENDIX 1

INFORMED CONSENT

Dear participant,

I am ***, currently pursuing Master's in Counselling Psychology at *** . As part of my course curriculum, I'm conducting research on the topic "Job stress, role overload and psychological wellbeing among autorickshaw drivers". In this concern, your opinion is really valuable to proceed with my study. This study requires the completion of questionnaires, which will take roughly 10 to 15 minutes. You are requested to give your honest opinion. The information provided by you will be kept completely confidential and will be used for research purposes only. I am in sincere hope that you will participate in this study and I greatly appreciate your help in assisting me with this research. Thank you very much for sparing your precious time and cooperation.

I hereby endorse that I am willing to take part in this study:

Signature.....

APPENDIX II

PERSONAL DATA SHEET

Name/Initials:

Age:

Gender: M/ F/ Other

Marital Status:

APPENDIX III

JOB STRESS SCALE

Instructions:

Following are some items related to job stress. Please rate each question from 1 = Strongly Disagree to 5 = Strongly Agree by encircling the corresponding number. Please answer these questions as honestly and accurately as possible.

1. Strongly Disagree
2. Somewhat Disagree
3. Not Sure
4. Somewhat Agree
5. Strongly Agree

Items					
1: Working here makes it hard to spend enough time with my family.	1	2	3	4	5
2: I spend so much time at work.	1	2	3	4	5
3: Working here leaves little time for other activities.	1	2	3	4	5
4: I frequently get the feeling I am married to the company.	1	2	3	4	5
5: I have too much work and too little time to do it in.	1	2	3	4	5
6: I sometimes dread the telephone ringing at home because the call might be job related.	1	2	3	4	5
7: I feel like I never have a day off.	1	2	3	4	5
8: Too many people at my level in the company get burned out by job demands.	1	2	3	4	5
9: I have felt fidgety or nervous as a result of my job.	1	2	3	4	5

10: My job gets to me more than I should.	1	2	3	4	5
11: There are lots of times when my job drives me right up the wall.	1	2	3	4	5
12. Sometimes when I think about my job I get a tight feeling in my chest.	1	2	3	4	5
13: I feel guilty when I take time off from my job.	1	2	3	4	5

APPENDIX IV

REILLY'S ROLE OVERLOAD SCALE

Instructions:

Following are some items related to job stress. Please rate each question from 1 = Strongly Disagree to 5 = Strongly Agree by encircling the corresponding number. Please answer these questions as honestly and accurately as possible.

1. Strongly Disagree
2. Somewhat Disagree
3. Not Sure
4. Somewhat Agree
5. Strongly Agree

Items					
1.I have things to do which I don't really have the time and energy for.	1	2	3	4	5
2.There are too many demands on my time.	1	2	3	4	5
3. I need more hours in the day to do all the things which are expected of me.	1	2	3	4	5
4. I can't ever seem to get caught up.	1	2	3	4	5
5.I don't ever seem to have any time for myself.	1	2	3	4	5
6.There are times when I cannot meet everyone's expectations.	1	2	3	4	5
7.Sometimes I feel as if there are not enough hours in the day.	1	2	3	4	5

8.Many times I have to cancel commitments.	1	2	3	4	5
9.I seem to have to overextend myself in order to be able to finish everything I have to do.	1	2	3	4	5
10. I seem to have more commitments to overcome than some other women I know.	1	2	3	4	5
11. I feel I have to do things hastily and maybe less carefully in order to get everything done.	1	2	3	4	5
12. I find myself having to prepare priority lists (lists which tell me which things I should do first) to get done all the things I have to do. Otherwise I forget.	1	2	3	4	5
13. I just can't find the energy in me to do all the things expected of me.	1	2	3	4	5

APPENDIX V

PSYCHOLOGICAL WELL-BEING SCALE

Instructions:

Circle one response below each statement to indicate how much you agree or disagree.

Items							
1. "I like most parts of my personality."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
2. "When I look at the story of my life, I am pleased with how things have turned out so far."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
3. "Some people wander aimlessly through life, but I am not one of them."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree

4. “The demands of everyday life often get me down.”	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
5. “In many ways I feel disappointed about my achievements in life.”	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
6. “Maintaining close relationships has been difficult and frustrating for me.”	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
7. “I live life one day at a time and don't really think about the future.”	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree

8. "In general, I feel I am in charge of the situation in which I live."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
9. "I am good at managing the responsibilities of daily life."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
10. "I sometimes feel as if I've done all there is to do in life."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
11. "For me, life has been a continuous process of learning, changing, and growth."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
12. "I think it is important to have new	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree

experiences that challenge how I think about myself and the world.”				nor disagree			
13. “People would describe me as a giving person, willing to share my time with others.”	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
14. “I gave up trying to make big improvements or changes in my life a long time ago”.	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
15. “I tend to be influenced by people with strong opinions”.	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree

16. "I have not experienced many warm and trusting relationships with others."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
17. "I have confidence in my own opinions, even if they are different from the way most other people think."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree
18. "I judge myself by what I think is important, not by the values of what others think is important."	Strongly agree	Somewhat agree	A little agree	Neither agree nor disagree	A little disagree	Somewhat disagree	Strongly disagree