

## The psychometric impacts of Karasek's demands and control scale on employees' job dissatisfaction

### Abstract:

The aim of this study was to provide the reliability and validity of job factors and to analyze its association with Demands-Control Model and job dissatisfaction in two time cross-sectional study of Distribution Companies of Water and Power Development Authority (WAPDA) in Pakistan. Two times self-reported cross-sectional surveys were conducted, the study samples consisting of 420 respondents at T1 and 388 respondents at T2. Appropriate internal consistencies of the four scales: demands, control, job satisfaction and social supports, were obtained. Zero-order correlation and linear and multiple regressions analysis replicated the theoretically assumed structure of the job factors and job satisfaction construct in men and women collectively. Evidence of criterion validity was obtained from cross-correlations of the scales and from their linear and multiple regression analysis. Finally, all four measures were associated with a highly significant ratio of job dissatisfaction (JD), and the effect was strongest for the JD ratio as predicted by fundamental theory of Karasek. The level of work related to their demands and the level of autonomy and control they enjoy in their work place directly results in satisfaction and wellbeing of employees. Based on the results of this study the four quadrant version of the DCM questionnaire is considered a reliable and valid instrument for measuring psychosocial pressure at work environment. These outcomes and measures are applicable to all services and manufacturing industries.