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Impact of Workplace Stress on Job Satisfaction Moderated by Religious Coping

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IMPACT OF WORKPLACE STRESS ON

JOB SATISFACTION MODERATED

BY RELIGIOUS COPING

A Thesis

by

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May 2010

ABSTRACT

Esparza, Celina A., <u>Impact Of Workplace Stress On Job Satisfaction Moderated By Religious Coping.</u> Master of Arts (MA), May, 2010, 65 pp., 8 tables, references, 72 titles. Workplace stress has been associated with negative job satisfaction outcomes, therefore leading employees to engage in coping strategies to minimize the consequences of the stressors. Although much research has been conducted on workplace stressors and their consequences, a small amount of literature exists on how women and Hispanics cope with workplace stressors or how people cope with the stressors in religious ways. To investigate the relationships among these factors, data was collected via an online survey completed by 268 university employees at a southwestern university. Self-report data collected suggested that both women and Hispanics use religion to cope with workplace stress more than men and non-Hispanics; however religious coping did not buffer the relationship between stressors and job satisfaction.

DEDICATION

The completion of my master's studies would not have been possible without the love and support of my family, friends, and most importantly God. To my parents, sister, and aunts, I thank you from the bottom of my heart. You sustained me through my entire graduate school career. Each and every one of you have inspired, motivated, and supported me to accomplish this degree.

Thank you for all your love and prayers.

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CHAPTER I

INTRODUCTION

In recent years, there has been much attention directed toward the subject of workplace stress and the diverse ways employees cope with workplace stress. These concerns are justified because job satisfaction declines as workplace stress increases (Cooper, Rout, & Faragher, 1989; Pearson, 2008). Workplace stress is one of the most significant workplace health hazards facing American workers today (Spector, 2002). In fact, workplace stress not only affects an individuals' well-being (Humphrey, 2004), but excessive work stressors such as work overload, and office/co-worker conflict can impact work performance, cause burnout, higher turnover rates, and job dissatisfaction (Fortes-Ferreira et al., 2006; Goldberg & Steury, 2001; Sonnentag & Frese, 2003). A majority of people today report feeling stressed about their work at least some of the time and about 25% of employees view their job as the number one stressor in their lives (Northwestern National Life Insurance Company, 1991). Workplace stress is nearly inevitable, given that people spend a majority of their day in a work environment, forcing people to engage in coping strategies on a daily basis. Coping strategies are actions people engage in to minimize a stressful event (Carver, Scheier, & Weintraub, 1989).

In the past, research on workplace stress has focused mainly on the various ways men cope with workplace stress (Haw, 1982) due to men traditionally making up the

majority of the workforce; however more researchers are beginning to look at the different coping strategies women use as well, since they too, are part of the workforce. Few empirical studies have specifically investigated religious coping when dealing with workplace stress in men or women. Due to this gap in literature, the use of religion as a way of coping with workplace stress particularly among Hispanic women will be looked at. The Hispanic population is quickly growing and understanding the challenges they face and learning what coping strategies they most often use will provide much needed perspective. The proposed study will be an extension of a previous study which, through exploratory analysis, found a link between religious coping and job satisfaction for women but not for men (Esparza & Welbourne, 2008). The proposed study will focus on the moderating effects of religious coping as a main outcome. It is hypothesized that religious coping will moderate the relationship between stressors and job satisfaction for Hispanic women.

CHAPTER II

LITERATURE REVIEW

Workplace Stress

Workplace stress is the "harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker" (NIOSH, 1999), or in essence any type of job-induced stress (Koeske, Kirk, & Koeske, 1993). Workplace stress has become such a common problem in the United States, that 26%-40% of workers report having high levels of workplace stress (Swanson, 2000), with 60% of women reporting job stress as their number one problem (Nussbaum, 1994). Workplace stress leads not only to physical illness and physiological distress but also to an increase in absenteeism, higher turnover rate, and productivity loss (Fortes-Ferreira, L., Peiró, J., González-Morales, M., & Martín, I.,2006; Sonnentag & Frese, 2003) as well as lower enthusiasm at work and less creativity (Dua, 1996), and above all, decreased job satisfaction (Chen & Spector, 1992; Penney & Spector, 2005).

Workplace stress can be examined in terms of stressors and strains. A stressor is a stress producing event (McGarth & Beehr, 1990), such as increasing job demands, where as a strain is the consequence or reaction to the stressor (McGarth & Beehr, 1990), such as headaches. If the stressor is not well coped with, a strain will be experienced (Jex & Beehr, 1991); however, in order for stressors to induce strain, they must be interpreted by

the individual as a stressor (Lazarus & Folkman, 1984). Potential workplace stressors include organizational stressors (job security), task related stressors (traveling for work), or stressors that relate directly to work roles (Barling, Kelloway, & Frone, 2005). Negative outcomes to workplace stressors can be grouped into three categories: psychological (depression or anxiety), physiological (high-blood pressure), or behavioral (decreased productivity or high turnover rate) (Barling, Kelloway, & Frone, 2005).

Workplace Stress and Gender

Past research investigating the effects of workplace stress and gender differences has been sparse due to many of the studies focusing primarily on men; on average for every study on women and workplace stress, there are roughly six concentrating on men and workplace stress (Haw,1982).

The little research that has focused on gender differences and workplace stress has offered mixed results. It is unclear if gender differences, when they are found, are due to differences in exposure to the stressors or the responses to the stressors (Vermeulen & Mustard, 2000). Some researchers believe biology and environmental factors are responsible for the differences among genders, while others say external factors as well as the coping style used by the individual play a big role in the differences among genders. Ultimately, it is difficult to separate the impact of work stressors by gender.

Roxburgh (1996) offered two possible explanations for gender differences. The first explanation for gender differences Roxburgh proposes is that women are more vulnerable to the effects of stress due to biology, consequently making them more susceptible than men to high levels of stressors. This suggests that although employed men and women may be exposed to similar levels of stressors, differences in response to

the social environment result in women experiencing the same environmental cues as more stressful (Roxburgh, 1996).

Roxburgh (1996) also posed that perhaps women are exposed to a greater magnitude of work stressors than men, therefore accounting for the higher levels of distress among women. In essence, gender differences can be accounted for by different amounts of stressors at work for women and men. Roxburgh (1996) speculated that women's greater distress is a result of their higher exposure to stress, relative to employed men and that because women's jobs tend to have lower income and prestige (Jacobs and Steinberg, 1990) they were less likely to have high job control (Karasek, Gardell, and Lindell, 1987) thus resulting in greater stress. Given the higher likelihood of women encountering stressful job conditions, differential exposure to job stressors may partially account for employed women's elevated distress (Newmann, 1986; Pugliesi 1995).

It is also possible that men and women experience similar amounts of workplace stress but different amounts of stress overall. External factors like sex role expectations, home demands and family roles are more likely to directly affect women, which account for some of the differences in stress levels (Abu-Bader, 2005). Women have conventionally been the ones to take on the burden of housework and child care suggesting that they take on the bulk of the home related stress. Adding workplace stress on top of the stress from home accumulates to a lot more stress for women when compared to the amount that most men experience. Basically, women are exposed to the pressures created by multiple role demands and conflicting expectations, while men are not (Haw, 1982). Women have to additionally cope with the stressors associated with the expectations and performance of their multiple roles as mothers, wives, and employees.

But even then women continue to take on the stresses from home and work. Lim, Cortina, and Magley (2008) showed that even when women experience worse treatment in their workplace than men, they are no more stressed or no less satisfied with their job than their male counterparts.

In order to better understand which gender experiences greater amounts of workplace stressors, the following research question will be examined:

RQ1: Do men and women differ in the amount of workplace stressors they experience?

Workplace Stress and Ethnicity

The number of Hispanics in the American Workforce has markedly increased (Amason, Allen, and Holmes, 1999), but despite the fact that Hispanics make up a large part of the labor market, Hispanics' organizational experiences have received limited research attention (Booth-Kewley, Rosenfeld, & Edwards, 1993; Knouse, Rosenfeld, & Culbertson, 1992). After conducting a search of the current literature on Hispanics and the workplace stressors they experience, no articles were found showing a relationship between workplace stressors and Hispanics.

In order to examine if there is a difference in experienced workplace stressors between ethnicities, the following research question will be examined:

RQ2: Do Hispanics and non-Hispanics differ in the amount of workplace stressors they experience?

Job Satisfaction

As a result of experiencing workplace stressors, job satisfaction declines. Hulin and Judge (2003) define job satisfaction as a "multidimensional psychological responses to one's job. These responses have cognitive (evaluative), affective (emotional), and

behavioral components, thus job satisfaction refers to internal cognitive and affective

states" (p. 255–256). Job satisfaction is dependent on many factors, such as salary,

workplace community, and the individuals themselves (Broome, Knight, Edwards, &

Flynn, 2009). Although people's individual differences cannot be ignored, scientific

evidence suggests that certain working conditions, such as disproportionate workloads

and excessive expectations, are stressful to most people (NIOSH, 1999), which can cause

satisfaction with ones job to decrease. Research also shows that exposure to job stressors,

such as organizational constraints and inter-personal conflicts, is negatively related to job

satisfaction (Chen & Spector, 1992; Penney & Spector, 2005). Therefore it is

hypothesized that the more job stressors a person experiences, the less satisfied one will

be with their job.

> **Hypothesis 1:** The higher the level of workplace stressors a person experiences, the less satisfied they will be with their job.

There has been a good deal of research conducted examining job satisfaction

among various types of employees (industrial, paraprofessional, and professional), but

the impact of personal demographic characteristics, such as gender and ethnicity, on an

individual's level of overall job satisfaction in relation to workplace stressors has not

been studied.

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Job Satisfaction and Gender

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The role gender plays on how satisfied one is with one's job and the effect of

gender on the relationship between stressors and job satisfaction has not been sufficiently

studied. Some studies show that men and women may both experience the similar

amounts of workplace stress (Roxburgh, 1996), which can directly influence job

satisfaction (Fortes-Ferreira et al., 2006; Goldberg & Steury, 2001; Sonnentag & Frese,

2003), however other studies show that other factors exist which may generate or amplify the workplace stress, particularly in women, causing them to be less satisfied with their jobs. Potential external factors include home demands and family roles, which men don't normally take part in, that account for some of the differences in stress between genders (Abu-Bader, 2005). Winefield, Farmer, & Denson (1998), who observed women general practitioners, showed that although women were under an immense amount of stress, they were actually quite satisfied with their work. This finding suggests that perhaps these women are coping with stressors in a way that buffers the impact the stressors have on job satisfaction, thus not causing them to feel less satisfied with their job. In order to examine if there is a difference in the relationship between stressors and job satisfaction between genders, I pose the following research question:

RQ3: Does the relationship between workplace stressors and job satisfaction differ between men and women?

Job Satisfaction and Ethnicity

The role ethnicity plays on how satisfied one is with ones' job, and whether ethnicity influences the relationship between stressors and job satisfaction, has not been sufficiently studied either. Results from the small number of studies that have been conducted on ethnicity and job satisfaction are contradictory. A study by Barber (1986) reported no job satisfaction differences among human service employees based on their ethnicity. Similar results were obtained by McNeely in 1987. McNeely (1987) did not detect any differences between Black, Hispanic, or White social service employees on the measure of job satisfaction. In contrast to these studies, another study by McNeely (1989) showed that Hispanics were significantly more satisfied with their jobs. McNeely (1989) found differences among the ethnicities on overall job satisfaction and reported that

Hispanic human service employees were more satisfied with their overall work than White employees. Additionally, it was found that White professional workers were less satisfied than minority professionals and nonprofessionals regarding their overall work. These findings suggest that Hispanics were more satisfied with their work environment, supervisors, workloads, colleagues, and salaries when compared to non-Hispanics. In order to clear these contradictory studies and get a better sense and understanding of Hispanics and how satisfied they are at their jobs, it is important to continue to conduct research. In order to examine if a relationship between workplace stressors and job satisfaction differs between ethnicities, the fourth research question asks:

> **RQ4:** Does the relationship between workplace stressors and job satisfaction differ between Hispanics and non-Hispanics?

Coping Strategies

In general, workplace stressors are negatively related to job satisfaction (Chen & Spector, 1992; Penney & Spector, 2005); however, many people use techniques, known as coping strategies, to help buffer the negative impacts of stress on job satisfaction. Coping strategies are actions people engage in to minimize a stressful event (Carver, Scheier, & Weintraub, 1989) and are suggested as playing an important role in determining the results of stressors (Eriksen & Ursin, 1999). Past research has examined links between coping and job satisfaction, indicating that the use of problem solving, cognitive restructuring, and support seeking strategies to cope with stress is correlated with greater job satisfaction, while avoidant coping strategies are associated with lower job satisfaction (Gol and Cook, 2004; Welbourne, Eggerth, Hartley, Andrew, & Sanchez, 2007;). A study by Banyard and collegues (1993) suggested that a gender difference in coping exist because men and women are exposed to different stressors. Due to the

difference in experienced stressors, men and women have to use diverse coping strategies, such as religious coping, to accurately cope with the stressor.

Religious Coping

A review of the current literature on using religious coping as a response to workplace stressors revealed that virtually no research attention has been paid to this area. Most of the literature on religious coping involved dealing with life stressors but not specifically workplace stressors; therefore because this has not been widely studied, the present study will help fill the gap in literature.

In order to better understand how coping strategies help minimize stress-related disorders and increase job satisfaction, specific coping strategies need to be researched (Boudreaux, Catz, Ryan, Amaral-Melendez, & Brantley, 1995). With nearly 80% of Americans believing in the power of God or prayer (Wallis, 1996), one coping strategy that has growing interest is religious coping (Bourdreaux et al, 1995). Religious coping has been researched in the past but only as a part of other general coping strategies. Religious coping includes benevolent religious reappraisal, collaborative religious coping, spiritual connection, religious helping, and religious forgiving (Pargament, Smith, Koening, & Perez, 1998).

Ai and collegues (2003), state that religious or spiritual beliefs are sources of strength and hope in stressful circumstances. Religious coping involves drawing on religious beliefs and practices to understand and deal with life stressors (Pargament, 1997). Pargament (1997) defines religious coping as a "process that people engage in to attain significance in stressful circumstances". According to Pargament (1997), religious coping is more likely to occur as the seriousness of the consequence of a situation

increases. Religious coping includes activities such as attending worship services, prayer, or meditation (Dedert et al, 2004). Empirical studies have shown a clear connection between stressful life events and religious coping (Pargament, 1990; Bearson and Koenig, 1990).

A number of published studies show an inverse relationship between religious commitment and stress (Pargament et al, 1990; Brashears and Roberts, 1996; Lee, 2007); higher religious commitment is associated with lower stress levels. A study conducted by Johnson and Larson (1998) on inmates found that those that were religiously committed experienced a lower amount of stress than those less committed. They also found that when both groups (religiously committed and less religiously committed) had similar stress levels, the religiously committed were able to cope more effectively with the stress.

Religious Coping and Gender

The particular type of coping strategies used to cope with workplace stress are thought to differ based on many variables, one being gender. Gender plays an important role in individuals' choice of coping strategies due to the difference between genders. Rayburn, Richmond, and Rogers (1986), examined stress within leadership roles in the church, and found that clergywomen felt that women tended to handle work-related stress better than men due to women being able to express their feelings more openly than men, meaning women are able to cope with stress in a healthier way. However, one analysis of theories of coping with stress suggested that this assumption is simply stereotyping women as being emotional beings (Banyard & Graham-Bermann, 1993). Siegel, Anderman, and Schrimshaw (2001) found that the effectiveness of religion as a coping strategy for women may vary based on religious beliefs or denominations. Among

Hispanic women with early stage breast cancer who were Evangelical, greater religiosity tended to be associated with lower distress where as in Hispanic Catholic women greater religiosity was associated with greater distress (Siegel et al, 2001). Although this would suggest that the effects of religion on a persons well-being can be both beneficial and detrimental, religion appears to be a unique dimension to the coping process (Brennan, 2001). Another possibility for gender specific use of religious coping is access. A study by Ahmadi (2006) found that middle-age women seem to have better access to religious resources therefore showing greater tendency toward religion than did the others in the study, which is why it is expected in the proposed study for women to use religious coping to buffer the effects of work stressors on job satisfaction. These studies serve as evidence that women are more likely to cope through religion, therefore it is predicted for this study that women will be more likely than men to use religion to cope with workplace stressors, thus buffering their effects on job satisfaction.

Religious Coping and Ethnicity

It is important to consider ethnicity when researching religious coping methods as well. Unlike coping research conducted with other population groups, for example, families of cancer patients (Koocher, 1986), housewives (Kandel, Davies, & Raveis, 1985), and normal community respondents (Pearlin, Menaghan, Lieberman, & Mullan, 1981), event-specific coping research is absent for Latin American immigrants (Padilla, Cervantes, Maldonado, & Garcia, 1988).

There has been a comparative absence of analysis of religious coping in Hispanic life, even though religion is an essential component of Hispanic life (Hunt, 2000; Hunt, 2001). This is due in part to the wide-spread presumption that Hispanics are, almost by

definition, Roman Catholics (Hunt, 2000; Hunt, 2001). The assumption that all Hispanics are Catholic is no longer true, but one thing that has not changed is that Hispanics are still religiously committed. One survey showed that religion plays a key role in shaping Hispanic attitudes, reaffirming the importance of religion in a Hispanics life (Bono, 2002). The results of the survey showed that 52% of the respondents said that "religion provides a great deal of guidance in my daily life" and 21% said it provides "quite a bit" of guidance (Bono, 2002). Hispanics report using religious coping in response to a variety of problems including: health issues, care giving burdens, chronic poverty, poor neighborhood conditions, and interpersonal problems (Hunt, 2000; Hunt, 2001). This would imply that Hispanics use religion to cope more often than Non-Hispanics, who use more problem-focused coping (Barnett, 1987). With religion being this important in a Hispanics life, it is expected that Hispanics engage more in religious coping to manage their workplace stress when compared to Non-Hispanics.

The current literature on religious coping has limited generalizability due to samples consisting of mostly Caucasian participants. It is essential that the Hispanic population be studied more in depth because as the US Census projects, a majority of employees will be Hispanic or of Hispanic origin by 2025 (Booth-Kewley et al., 1993). If employers do not know or understand how Hispanics cope with job stress, they will not be able to help implement ways to reduce or eliminate workplace stress to increase their job satisfaction which could lead to higher turnover rates.

The current study focused on Hispanics, which allowed us to gain insight into how Hispanics cope with stress in the workplace and how it related to their job satisfaction. Pargament, Koenig, and Perez (2000) reported that coping through religion,

which includes prayer, going to church, and being involved in church, can be mostly found among the elderly, minorities, and individuals facing life-threatening diseases. For this reason, it was hypothesized that Hispanics will be more likely than non-Hispanics to engage in religion as a way to cope with workplace stressors and that the use of religion will buffer the effects of work stressors on job satisfaction.

A number of studies suggest that religious coping moderates the negative effects of stress on psychological well-being because it helps people make sense of the stressful event (Pargament, Ensing, Falgout, Olsen, Reilly, Van Haitsma & Warren, 1990). For example, Williams and colleagues (1991) found that religious coping acted as a buffer of the negative impact of stress, thus religious coping proved to be beneficial when dealing with stress. It is hypothesized in the proposed study that religious coping will help buffer the effects of work stressors on job satisfaction. Research has also shown that the use of religion to cope in situations of distress is more common among groups such as women and ethnic minorities (Ellison, 1991; Levin & Taylor, 1997). Therefore, it is hypothesized that this effect will occur for Hispanic women.

> **Hypothesis 2:** Women will be more likely than men to use religion to cope with workplace stressors.
>
> **Hypothesis 3:** Hispanics will be more likely than non-Hispanics to use religion as a way to cope with workplace stressors
>
> **Hypothesis 4:** Religious coping will moderate the relationship between stressors and job satisfaction for Hispanic women.

Overview of Hypotheses and Research Questions

The main purpose of this study was to determine whether women and Hispanics used religion to cope with workplace stressors and whether religious coping could buffer

or moderate the impact of workplace stressors on job satisfaction for these groups. As

these hypotheses were examined, additional exploratory research questions on the

subjects of gender and ethnicity differences were also investigated.

RQ1: Do men and women differ in the amount of workplace stressors they experience?

RQ2: Do Hispanics and non-Hispanics differ in the amount of workplace stressors they experience?

Hypothesis 1: The higher the level of workplace stressors a person experiences, the less satisfied they will be with their job.

RQ3: Does the relationship between workplace stressors and job satisfaction differ between men and women?

RQ4: Does the relationship between workplace stressors and job satisfaction differ between Hispanics and non-Hispanics?

Hypothesis 2: Women will be more likely than men to use religion to cope with workplace stressors.

Hypothesis 3: Hispanics will be more likely than non-Hispanics to use religion as a way to cope with workplace stressors

Hypothesis 4: Religious coping will moderate the relationship between stressors and job satisfaction for Hispanic women

CHAPTER III

METHODS

Participants

The sample that participated in the study was comprised of 268 (male- 36.8%; female- 63.2%) employees (faculty- 42.3%; staff- 57.7%) working at the University of Texas-Pan American (UTPA) with an age range from 22 to 77 years old, (M= 44.79). The sample was approximately 51.6% Hispanic and 42.5% White non-Hispanic.

All faculty and staff currently employed at UTPA (N=2,032) was contacted to participate in the study via email. The sample asked to participate in the study was comprised of faculty (male-58%; female- 42%) and staff (male-44%; female-56%) members working at UTPA. The faculty sample asked to participate was approximately 36% Hispanic and 46% White non-Hispanic while the staff sample was 83% Hispanic and 13% White non-Hispanic, which was one of the main reasons why UTPA faculty and staff were chosen to participate.

Additional criteria for inclusion in the study was to be over the age of 18 and be employed a minimum of 20 hours a week (M=43.90) for a minimum of 6 months (M= 99.02) to ensure participants had experienced workplace stress and engaged in a method of coping.

Procedure

All UTPA faculty and staff (N= 2,032) received an email containing a brief introduction of the study and a link to the questionnaire. Those who wanted to participate in the study proceeded to the website where they read the consent form and completed the questionnaire containing several measures. The current study was limited to a subset of measures, which are detailed below. Before answering any of the questionnaires items, a consent form displayed on for every participant to read over. After a week's time, a secondary email followed, asking participants who had not already completed the questionnaire to do so. Once the participants completed the questionnaire and submitted it, they were done with the study. All information gathered from participants was kept confidential and only those researchers directly involved in the study had access to the information gathered.

Measures

Work Stressors

Workplace stressors were measured using the Interpersonal Conflict at Work Scale (Spector & Jax, 1998), the Organizational Constraints Scale (Spector & Jax, 1998), and the Quantitative Workload Inventory (Spector & Jax, 1998).

The Interpersonal Conflict at Work Scale (ICAWS) was a four item scale designed to assess Interpersonal conflict in the workplace. The items asked about how well the respondent gets along with others at work, whether they get into arguments with others, and how often they are treated badly by others at work. Five response choices were given, ranging from less than once per month or never (1) to several times per day

(5). High scores represent frequent conflicts with others, with a possible range from 4 to 20. Internal consistency reliability (coefficient alpha) was reported by Spector and Jex (1998) to average .74 across 13 studies.

The Organizational Constraints Scale (OCS) was an eleven item scale that asked the respondent how often they were unable to complete their jobs because of items such as faulty equipment or inadequate training. Response choices ranged from less than once per month or never (1) to several times per day (5). High scores represent high levels of constraints, with a possible range of scores from 11 to 55.

The Quantitative Workload Inventory (QWI) is a five item scale that assessed the amount of work in a job rather than the difficulty of the work. For example an item asked was "How often is there a great deal to be done?". Respondents were asked to indicate "how often they experience each item", with five response choices, ranging from less than once per month or never (1), to several times per day (5). High scores represented a high level of workload, with a possible range from 5 to 25. Spector and Jex (1998) reported an average internal consistency (coefficient alpha) of .82 across 15 studies. These scales were used in the study to assess workplace stressors.

Religious Coping Scale

Religious coping was measured by the Religious/Spiritual Coping Scale Short form (Brief RCOPE) which was created by Pargament et al (1998). Participants were asked to indicate the extent to which each statement described the way they coped. The seventeen item scale, which is a shortened version of the RCOPE (Pargament et al, 1998), uses a four-point Likert scale ranging from "I usually don't do this at all" (1) to "I usually do this a lot" (4). All relevant components of religious coping are integrated in

the Brief RCOPE, including benevolent religious reappraisal, collaborative religious coping, spiritual connection, religious helping, and religious forgiving, among others. The Brief RCOPE was chosen for this study because the estimated completion time is about 5 minutes where as the full version of the RCOPE takes about 30 minutes to complete. The Brief RCOPE has shown evidence of internal consistency, discriminant, and criterion-related validity as well as demonstrated concurrent and predictive validity (Pargament, 1997).

Overall Job Satisfaction Scale

The participants indicated level of satisfaction with their job by answering the Overall Job Satisfaction scale (Agho, Price, & Mueller, 1992). This instrument was composed of six items and asked participants to rate statements like "I am often bored with my job" or "I am satisfied with my job". The participants rated each statement on a seven-point Likert scale, "strongly disagree" (1) to "strongly agree" (7), depending on how they felt when they are at work. This particular job satisfaction scale was chosen for its strong reliability and validity. Its coefficient alpha values ranged from .83 to .90 (Agho et al, 1992) and was positively correlated with a composite measure of task significance and job involvement (Agho et al, 1992), whereas it negatively correlated with family work conflict and role ambiguity (Agho et al, 1992), meaning this scale measured how satisfied people were with their jobs.

Demographics

A number of common demographic variables were also gathered in this study. Variables such as age, gender, ethnicity, employment category, religious affiliation,

number of hours worked per week, as well as length of current employment were also

gathered.

CHAPTER IV

RESULTS

First, descriptive statistics (means, standard deviations, and reliability

coefficients) were calculated to help characterize and describe the findings for variables

assessed, followed by analysis of the research questions and hypotheses. The descriptive

stats are shown in Table 1 and correlations between the variables are shown in Table 2.

Table 1: Descriptive analysis of variables

	Mean	SD	α
1. Organizational Constraints	1.84	.79	.88
2. Workload	2.97	1.15	.89
3. Interpersonal Conflicts	1.26	.51	.74
4. Job Satisfaction	5.43	1.43	.90
5. Religious Coping	2.08	.91	.96

Note: N=268.

Table 2: Correlations between Variables

	1	2	3	4	5
Organizational Constraints	1.00				
Interpersonal Conflict	.39**	1.00			
Workload	.46**	.19**	1.00		
Religious Coping	.00	.13*	-.06	1.00	
Job Satisfaction	-.33**	-.35**	-.02	.06	1.00

Note. **. Correlation is significant at 0.01 level
    *. Correlation is significant at 0.05 level

RQ1- Gender differences in amount of workplace stressors. An independent samples t-test was conducted to compare men and women on the amounts of workplace stressors (organizational constraints, workload, and interpersonal conflict) they experienced. There was not a significant difference in the scores for amounts of organizational constraints and interpersonal conflict experienced by men (N=93) and women (N=159). There was a marginally significant difference in the scores for workload stressors experienced by men (M=2.8, SD=1.1) and women (M=3.0, SD=1.2), (t (252) = -1.73, p = 0.08). These results suggest that men and women do experience different amounts of workplace stressors. Specifically the results suggest women experience greater workload amounts.

RQ 2-Ethnic differences in workplace stressors. An independent-samples t-test was conducted to compare Hispanics and non-Hispanics on the amounts of workplace stressors (organizational constraints, workload, and interpersonal conflict) they experience. There was not a significant difference in the scores for amounts of interpersonal conflict experienced by Hispanics and non-Hispanics. There was a significant difference in the scores for organizational constraints experienced by Hispanics (N=129, M=1.7, SD=.67) and non-Hispanics (N=122, M=1.9, SD=.80), (t (249) = -2.4, p = .01), as well as workload stressors experienced by Hispanics (N=130, M=2.7, SD=1.2) and non-Hispanics (N=122, M=3.1, SD=1.1),(t (249) = -2.0, p =.04). These results suggest that Hispanics and Non-Hispanics do experience different amounts of workplace stressors. Specifically, the results suggest non-Hispanics experience greater amounts of organizational constraints and workload stressors.

Hypothesis 1-Level of stressors influence job satisfaction. Regression analysis was used to test whether higher levels of workplace stressors predicted lower job satisfaction. A linear regression analysis showed that workplace stressors significantly predicted level of job satisfaction. The results are reported in Table 3. It was found that organizational constraints significantly predicted lower job satisfaction ($\beta = -.27$, p $<.01$), as did interpersonal conflict ($\beta = -.28$, p $<.01$). The greater amounts of organizational constraints and interpersonal conflict, the less satisfied a person is with their job. Interestingly, increased workload ($\beta = .16$, p $<.01$) was found to predict increased levels of job satisfaction. The greater the amount of work a person has to complete, the more satisfied that person is with their job. For this reason, hypothesis 1 was only partially supported as only two of the three stressor categories lead to decreased levels of job satisfaction.

Table 3: Workplace Stressors as predictors of Job Satisfaction

	Job Satisfaction		
	B	SE	β
Organizational Constraints	-.51	.12	-.27
Interpersonal Conflict	-.78	.16	-.28
Workload	.20**	.07	.16**
R^2	*.17*		

Note ** p $< .01$

RQ 3- Relationship between Stressors and Job Satisfaction by Gender. A Pearson product-moment correlation coefficient was computed to assess whether the relationship between workplace stressors and job satisfaction differed for men and women and is reported in Table 4 and 5. For men, there was a negative correlation between

organizational constraints and job satisfaction (N=94, r = -.28, p <.01) as well as for

interpersonal conflict and job satisfaction (N=92, r = -.21, p=.04). For women, there was

also a negative correlation between organizational constraints and job satisfaction

(N=161, r = -.35, p < .001) as well as for interpersonal conflict and job satisfaction

(N=161, r= -.42, p< .001). The relationship between workload and job satisfaction was

not found to be significant for either gender. Overall, there was a negative correlation

between organizational constraints and interpersonal conflict and job satisfaction but not

for workload and job satisfaction. Increases in organizational and interpersonal constraint

stressors were correlated with a decrease in job satisfaction for both men and women;

however, the results suggest a stronger effect in women.

Table 4: Correlations between Workplace Stressors and Job Satisfaction among male participants

Workplace Stressor	Job Satisfaction
Organizational Constraints	-.28**
Interpersonal Conflict	-.21*
Workload	-.07

Note. **. Correlation is significant at 0.01 level
      *. Correlation is significant at 0.05 level

Table 5: Correlations between Workplace Stressors and Job Satisfaction among female participants

Workplace Stressor	Job Satisfaction
Organizational Constraints	-.35**
Interpersonal Conflict	-.42**
Workload	.01

Note. **. Correlation is significant at 0.01 level

RQ 4- Relationship between Stressors and Job Satisfaction by Ethnicity. A Pearson product-moment correlation coefficient was computed to assess if the relationship between workplace stressors and job satisfaction differs between Hispanics and non-Hispanics and is reported in Table 6 and 7. For Hispanics, there was a negative correlation between organizational constraints and job satisfaction (N=129, r = -.17, p =.05) as well as for interpersonal conflict and job satisfaction (N=128, r = -.20, p .02). For non-Hispanics, there was also a negative correlation between organizational constraints and job satisfaction (N=122, r = -.45, p < .001) as well as for interpersonal conflict and job satisfaction (N=121, r = -.45, p < .001). The relationship between workload and job satisfaction was not found to be significant for either ethnicity. Overall, there was a negative correlation between organizational constraints and interpersonal conflict and job satisfaction but not for workload and job satisfaction. Increases in organizational and interpersonal constraint stressors were correlated with a decrease in job satisfaction for both Hispanics and non-Hispanics; however the results suggest a stronger effect in non-Hispanics.

Table 6: Correlations between Workplace Stressors and Job Satisfaction among Hispanics participants

Workplace Stressor	Job Satisfaction
Organizational Constraints	-.17
Interpersonal Conflict	-.20*
Workload	.40

Note.*. Correlation is significant at 0.05 level

Table 7: Correlations between Workplace Stressors and Job Satisfaction among Non-Hispanics participants

Workplace Stressor	Job Satisfaction
Organizational Constraints	-.45**
Interpersonal Conflict	-.45**
Workload	-.15

Note. **. Correlation is significant at 0.01 level

Hypothesis 2- Gender differences on use of Religious Coping. A t-test was conducted to compare men and women on use of religion to cope with workplace stressors they experience. Consistent with the hypothesis, a difference in the scores between men and women on use of religion was found. There was a significant difference in the scores for religious coping experienced by men (M=1.9, SD= .92) and women (M=2.2, SD=.92), (t (251) = -2.39, p =.02). These results suggest that women use religion to cope with workplace stressors more than men.

Hypothesis 3- Ethnicity differences on use of Religious Coping. A t-test was conducted to compare Hispanics and non-Hispanics on use of religion as a way to cope with workplace stressors. Consistent with the hypothesis, a difference in the scores between Hispanics and non-Hispanics on use of religion was found. There was a significant difference in the scores for religious coping experienced by Hispanics (M = 2.4, SD = .93) and non-Hispanics (M = 1.8, SD = .82), (t (247) = 5.24, p< .001). These results suggest that Hispanics use religion to cope with workplace stressors more than non-Hispanics.

Hypothesis 4- Stressors and Job Satisfaction relationship moderated by Religious coping in Hispanic Women. A moderated regression analysis was conducted to test the interactive effects of two workplace stressors (Organizational constraints and Interpersonal conflict) and religious coping on job satisfaction in Hispanic women. Workload was not included in the analysis because it was found that workload positively influenced job satisfaction, meaning workload was not considered a workplace stressor that affects job satisfaction negatively or decrease job satisfaction. The hypothesized effect was looked at in a specific population, Hispanic women, therefore N was small (N=88). Organizational constraints and interpersonal conflict and religious coping scores were centered or transformed into standardized z-scores. Interaction terms were then computed for Organizational constraints x Religious Coping, and Interpersonal conflict x Religious Coping. The two workplace stressors and religious coping were entered into the regression in Step 1. In the second step, the interaction terms (Organizational constraints x Religious Coping and Interpersonal conflict x Religious Coping) were entered into the regression. Regression results are reported in Table 8. The results of the regression indicated a non significant finding for religion moderating the effect of workplace stressors on job satisfaction. In other words, while workplace stressors were associated with a decrease in job satisfaction, this effect was not buffered by the use of religious coping in Hispanic women.

Table 8: Relationship of Workplace Stressors and Religious Coping to Job Satisfaction

	Job Satisfaction		
	B	SE	β
Step 1			
Organizational Constraints	-.17	.20	-.11
Interpersonal Conflict	-.23+	.14	-.20+
Religious Coping	.22+	.14	.18+
R^2-*Changed*	.06		
Step 2			
Organizational Constraints	-.21	.22	-.13
Interpersonal Conflict	-.29+	.18	.-26+
Religious Coping (RC)	.26+	.15	.21+
Organizational Constraints x RC	.10	.21	.07
Interpersonal Conflict x RC	.07	.17	.07
R^2-*Changed*	.00		

^{Note} + p < .10

CHAPTER V

SUMMARY

Discussion

The present study had several goals. To begin with, a number of research questions were examined including gender and ethnic differences in the amount of workplace stressors experienced and if the relationship of workplace stressors and job satisfaction differed by gender and ethnicity. The hypotheses of the study focused in on women and Hispanics due to a lack of research on them. Specifically, whether these particular groups used religion to cope with workplace stressors and whether religious coping could buffer the impact of workplace stressors on job satisfaction for these groups was examined in the study.

For the first research question, differences between men and women in the amount of workplace stressors they experience were looked at. Consistent with previous work (Roxburgh, 1996; Newmann, 1986; Pugliesi, 1995), data from the present study indicated that a difference in workplace stressors experienced by men and women exists. The data showed that women experience greater amounts of workload stressors than men but not greater amounts of organizational constraints or interpersonal conflict than men. This finding brings up a multitude of questions such as, "Do women in fact have greater

workloads than men or are they perceiving them as greater?" and "Why do men and women not differ on organizational constraints or interpersonal conflict?". Past research indicated that women may perceive their workloads to be greater than those experienced by men because of other stressors they have like multiple role demands (Haw, 1982), and family roles (Abu-Bader, 2005). Due to women perceiving these other external factors as stressors, they may have reported higher workloads than men on the survey. This could also explain why men and women did not differ on the amount of organizational constraints and interpersonal conflicts experienced at work. Men and women are experiencing similar amounts of stressors at work, which includes organizational constraints and interpersonal conflict, but different amounts of stressors outside of work, thus the difference between the genders is only apparent in workload. Future research is needed to more carefully examine and distinguish workplace stressors and home stressors that affect men and women. Distinguishing between the various categories of stressors will give a clearer picture of which gender truly experiences more workplace stressors or if they experience similar amounts.

Because previous research on Hispanics in the workplace and the stressors they experience was limited, the second research question looked to add to the current body of literature by examining if Hispanics experienced more workplace stressors than non-Hispanics. Non-Hispanics emerged as experiencing greater amounts of organizational constraints and workload stressors when compared to Hispanics. Although stressors are present in all jobs, it is possible that this result was found due to differences in job types between Hispanics and non-Hispanics. Additional data analysis found that in this sample, Hispanics tended to work more in administrative or clerical type jobs where as non-

Hispanics worked more as educators therefore it is thought that the difference in stressors experienced in the workplace by each group can be accounted for by the different jobs. An educators' work does not end at 5 o'clock, like that of someone who works as a clerk, because educators tend to bring work home; therefore they may perceive their workload as being greater than someone who works a clerical job, where they tend to not bring work home. Future research looking at differences in workplace stressors experienced between ethnicities can focus in on subjects that have the same job type, therefore giving a clearer picture of who experiences more stressors in similar workplace.

The first hypothesis predicted that the higher the level of workplace stressors a person experiences, the less satisfied they will be with their job. As hypothesized, the results showed that experiencing greater amounts of workplace stressors leads people to be less satisfied with their jobs. The present study replicates past findings that specifically organizational constraints and interpersonal conflicts lead to job dissatisfaction (Chen & Spector, 1992; Penney & Spector, 2005). Evidence suggests that job satisfaction is dependent on many factors like workplace community (Broome, Knight, Edwards, & Flynn, 2009) and work expectations (NIOSH, 1999). Future research should examine why these specific stressors, organizational constraints and interpersonal conflicts, affect job satisfaction. A surprising result discovered in the present study was that workload was found to have a positive effect on job satisfaction. It is thought that perhaps a larger workload leads to job satisfaction because it may feel more rewarding or fulfilling to a worker, however additional research is needed before this can be determined.

Similarly, results for the third research question examining the relationship between workplace stressors and job satisfaction by gender showed that increases in

organizational and interpersonal constraint stressors were correlated with a decrease in job satisfaction for both men and women. While the present study found that men and women do not differ on the amount of organizational constraints and interpersonal conflicts experienced in the workplace, it was found that these constraints have a stronger effect on women's level of job satisfaction. Now if these constraints were not shown to significantly differ between genders, why then do the constraints have a stronger effect on job satisfaction for women? It is possible that although men and women don't differ much in amounts of constraints experienced at work, they do differ in how they interpret or respond (Vermeulen & Mustard, 2000) to the constraints thus affecting their levels of job satisfaction differently. As previous research shows, this gender difference may be explained through biology (Roxburgh, 1996). Roxburgh proposed that women tend to be more vulnerable to stressors due to their biological make-up. Because men and women biologically different, they would construe the same event differently, thus possibly accounting for this difference in job satisfaction. That is, men and women may be experiencing similar amounts of organizational constraints and interpersonal conflicts at work but women's level of job satisfaction is more strongly affected. Future research is needed to adequately investigate if biology is responsible for this difference in job satisfaction between genders.

A similar pattern of results was found for the fourth research question where the relationship between workplace stressors and job satisfaction as it differs by ethnicity was looked at. While the present study found that increases in organizational and interpersonal constraint stressors were correlated with a decrease in job satisfaction for both Hispanics and non-Hispanics, it was found that these stressors have a stronger effect

on non-Hispanic's level of job satisfaction. This result is consistent with McNeely's (1989) findings that White professional workers were less satisfied with their work than minority professional workers. Perhaps, non-Hispanics tend to be less satisfied with their work in general when compared to Hispanics because they experience more workplace stressors. In fact, the present study showed that non-Hispanics experienced greater amounts of workplace stressors when compared to Hispanics. It is possible that due to the greater amounts of stressors non-Hispanics experience at work, they are less satisfied with their jobs. Future research could give us insight into why a difference in job satisfaction between ethnicities exists.

The current study demonstrated that, as predicted, women use religion to cope with workplace stressors more than men. The specific coping strategy a person uses depends on many variables, one being gender. Several studies serve as evidence that women are more likely to cope through religion, therefore the present study supports this point. Past research has shown that the choice of using religion to cope may be influenced by women being able to express their feelings more openly than men (Rayburn et al., 1986), therefore turning to others, possibly members of their church, to cope with the stressors; as well as having better access to religious resources therefore showing greater tendency toward religion (Ahmadi, 2006). Lastly, the explanation may be as simple as women are more religious than men. Walter & Davie (1998) state that in western societies, women are more religious than men. If women are more religious than men, it is likely that women would use religion to cope with workplace stressors as well.

As was predicted, the present study showed that Hispanics use religion to cope with workplace stressors more than non-Hispanics. This result confirms past findings that

religion is an essential component of Hispanic life (Hunt, 2000; Hunt, 2001). More importantly, the results show that Hispanics use religion to cope with workplace stressors not just to deal with problems like health issues and interpersonal problems (Hunt, 2000; Hunt, 2001). However, future research can look at more specific religious coping actions, such as prayer and religious social support, in an attempt to find the most successful strategies when dealing with workplace stressors.

Contrary to predictions, although women and Hispanics tended to use religion to cope with workplace stressors, religious coping did not buffer the negative impact workplace stressors have on job satisfaction for Hispanic women. This result is surprising because one would think that women and Hispanics are using religion to cope with stressors because they have found it to be a useful coping strategy. One explanation for this effect not being found in the present study is due to sample size. After restricting the sample to Hispanic women only, the sample dropped to 88 participants. Another reason the predicted effect was thought to not be found was that perhaps religious coping doesn't help or buffer the effect as much with workplace stressors as compared to life stressors. The particular type of stressor someone experiences, may influence the type of coping strategy a person engages in. Future research is needed to look at this hypothesis once again with perhaps a larger sample size, to investigate whether religious coping can indeed buffer the effects of workplace stressors on job satisfaction.

Limitations and Future Direction

While the current study advances our understanding of Hispanics and women in the workplace, both populations that have not been studied enough, there are some limitations to the findings presented here. One is that the data was collected from a single

university population. The sample studied was composed of university employees, at different levels within the university. Although this allowed for a more diverse sample of workplace environments, they were all still from a single corporation, therefore the results may not be generalizable to other workplaces. Another is that the study was completed in some cases at the place of employment. Some participants may have feared that if their superiors were to find out their opinions on different matters involving their jobs, they would be reprimanded. Consequently, it is possible that the participants may have been inclined to respond in a socially desirable manner, rather than answering honestly. In addition, there may have been some volunteer bias due to only a small percentage of the total number recruited choosing to participate in the study. Perhaps those who did not participate declined due to high amounts of work or not liking the nature of the topic. Finally, recruitment was via email, and the survey, which was rather lengthy, was online. It is impossible to know what effect this had, positive or negative, on both recruitment and responses to the survey. Further exploration of the relationships between workplace stressors, job satisfaction, and religious coping is needed, where gender and ethnic differences are studied in other workplaces to continue to add to the growing knowledge bases of these variables.

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APPENDIX A

1st Email sent to Participants

Hello!

We (Dr. Jennifer Welbourne, UTPA Management Department; Ms. Celina Esparza, UTPA Psychology Department) are conducting a research study about workplace experiences and attitudes. The purpose of this research is to learn more about the ways in which people deal with various situations at work.

This email contains a link to an online survey which should take about 15-20 minutes for you to complete. We would greatly appreciate you taking the time to complete our survey. Your contributions will help us to better understand people's experiences at work, and their responses to workplace situations.

Your participation in this survey is highly valued, but voluntary. We cannot connect your email address to this survey and you can stop the survey at any time, simply by closing the browser window. All survey responses that we receive will be anonymous and treated confidentially. Dr. Welbourne will be examining the data for her research and Celina Esparza will be using some for her thesis research.

After completion of our project, we would be happy to provide a summary of our results to you.

If you have any questions about this survey or would like further information, you may contact us, Celina Esparza at caesparza@broncs.utpa.edu or Dr. Jennifer Welbourne at welbournjl@utpa.edu.

This research has been reviewed and approved by the UTPA Institutional Review Board for the Protection of Human Subjects. If you have questions about your rights as a subject in research, please contact the IRB (irb@utpa.edu or 381-3002).

Thank you for considering this survey!

Jennifer Welbourne   Celina Esparza
Assistant Professor   Graduate Student
UTPA Management Dept   UTPA Psychology Dept

If you are 18 years or older and work at least 20 hours a week at UTPA as a faculty or staff member, and agree to participate, please click on this link:

http://www.surveymonkey.com/s/FXSCPGN

<u>Follow-up Email sent to Participants</u>

Hello!

Recently we sent you an email inviting you to take part in the survey we are conducting to seek your views on your workplace experiences and attitudes. If you have already completed the survey, we thank you very much for your participation. However, if you have not yet completed the survey, we hope that you take this opportunity to participate in our research project.

This email contains a link to an online survey which should take about 15-20 minutes for you to complete. Your contributions will help us to better understand people's experiences at work, and their responses to workplace situations.

Your participation in this survey is highly valued, but voluntary. We cannot connect your email address to this survey and you can stop the survey at any time, simply by closing the browser window. All survey responses that we receive will be anonymous and treated confidentially. Dr. Welbourne will be examining the data for her research and Celina Esparza will be using some for her thesis research. After completion of our project, we would be happy to provide a summary of our results to you.

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Thank you for considering this survey!

Jennifer Welbourne   Celina Esparza
Assistant Professor   Graduate Student
UTPA Management Dept   UTPA Psychology Dept

If you are 18 years or older and work at least 20 hours a week at UTPA as a faculty or staff member, and agree to participate, please click on this link:

http://www.surveymonkey.com/s/FXSCPGN

Stress and Coping Survey UTPA faculty

1. Intro to Survey

Hello!

We greatly appreciate you taking the time to complete our survey. To help us out in this study, simply click "next" at the bottom of this page to proceed to the survey. The survey should take about 15-20 minutes to complete.

Your participation in this survey is highly valued, but voluntary. You are free to withdraw consent at any time. Your participation is completely anonymous. We cannot connect your email address to this survey and you can stop the survey at any time, simply by closing the browser window. All survey responses that we receive will be treated confidentially and stored on a secure server. However, given that the surveys can be completed from any computer (e.g., personal, work, school), we are unable to guarantee the security of the computer on which you choose to enter your responses. As a participant in our study, we want you to be aware that certain "keylogging" software programs exist that can be used to track or capture data that you enter and/or websites that you visit.

If you have any questions about this survey or would like further information, you may contact us, Celina Esparza at caesparza@broncs.utpa.edu or Dr. Jennifer Welbourne at welbournjl@utpa.edu.

This research has been reviewed and approved by the UTPA Institutional Review Board for the Protection of Human Subjects. If you have questions about your rights as a subject in research, please contact the IRB (irb@utpa.edu or 381-3002).

Jennifer Welbourne
Assistant Professor
UTPA Management Dept

Celina Esparza
Graduate Student
UTPA Psychology Dept

If you are 18 years or older and work at least 20 hours a week at UTPA as a faculty or staff member, and agree to participate, please click NEXT.

Stress and Coping Survey UTPA faculty

2. Default Section

Please think about how you feel about your job, and rate each of the following statements.

	Strongly Disagree	Disagree	Slightly Disagree	Neither agree or disagree	Slightly Agree	Agree	Strongly Agree
I am often bored with my job	○	○	○	○	○	○	○
I feel fairly well satisfied with my present job	○	○	○	○	○	○	○
I am satisfied with my job for the time being	○	○	○	○	○	○	○
Most days I am enthusiastic about my work	○	○	○	○	○	○	○
I like my job better than the average worker does	○	○	○	○	○	○	○
I find real enjoyment in my work	○	○	○	○	○	○	○

Stress and Coping Survey UTPA faculty

3.

Please indicate how often you have experienced each of the following at work during the past 6 months.

	Never	Once in a great while	Rarely	Sometimes	Often	Usually	Always
Being tired	○	○	○	○	○	○	○
Feeling depressed	○	○	○	○	○	○	○
Having a good day	○	○	○	○	○	○	○
Being physically exhausted	○	○	○	○	○	○	○
Being emotionally exhausted	○	○	○	○	○	○	○
Being happy	○	○	○	○	○	○	○
Being "wiped out"	○	○	○	○	○	○	○
"Can't take it anymore"	○	○	○	○	○	○	○
Being unhappy	○	○	○	○	○	○	○
Feeling run-down	○	○	○	○	○	○	○
Feeling trapped	○	○	○	○	○	○	○
Feeling worthless	○	○	○	○	○	○	○
Being weary	○	○	○	○	○	○	○
Being troubled	○	○	○	○	○	○	○
Feeling disillusioned	○	○	○	○	○	○	○
Being weak and susceptible	○	○	○	○	○	○	○
Feeling hopeless	○	○	○	○	○	○	○
Feeling rejected	○	○	○	○	○	○	○
Feeling optimistic	○	○	○	○	○	○	○
Feeling energetic	○	○	○	○	○	○	○
Feeling anxious	○	○	○	○	○	○	○

Stress and Coping Survey UTPA faculty

4.

We would like you to think about how often you have experienced different types of behaviors in your workplace.

Have you been in a situation where any of your superiors or coworkers:

	Never	Once in a great while	Rarely	Sometimes	Often	Usually	Always
Put you down or was condescending to you?	○	○	○	○	○	○	○
Paid little attention to your statement or showed little interest in your opinion?	○	○	○	○	○	○	○
Made demeaning or derogatory remarks about you?	○	○	○	○	○	○	○
Addressed you in unprofessional terms, either publicly or privately?	○	○	○	○	○	○	○
Ignored or excluded you from professional camaraderie?	○	○	○	○	○	○	○
Doubted your judgments on a matter over which you have responsibility?	○	○	○	○	○	○	○
Made unwanted attempts to draw you into a discussion of personal matters?	○	○	○	○	○	○	○

Stress and Coping Survey UTPA faculty

5.

How often do you find it difficult or impossible to do your job because of ... ?

	Less than once per month or never	Once or twice per month	Once or twice per week	Once or twice per day	Several times per day
Poor equipment or supplies.	☐	☐	☐	☐	☐
Organizational rules and procedures.	☐	☐	☐	☐	☐
Other employees.	☐	☐	☐	☐	☐
Your supervisor.	☐	☐	☐	☐	☐
Lack of equipment or supplies.	☐	☐	☐	☐	☐
Inadequate training.	☐	☐	☐	☐	☐
Interruptions by other people.	☐	☐	☐	☐	☐
Lack of necessary information about what to do or how to do it.	☐	☐	☐	☐	☐
Conflicting job demands.	☐	☐	☐	☐	☐
Inadequate help from others.	☐	☐	☐	☐	☐
Incorrect instructions.	☐	☐	☐	☐	☐

Stress and Coping Survey UTPA faculty

6.
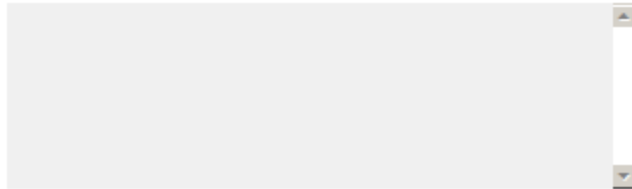
How often does each of the following occur?

	Less than once per month or never	Once or twice per month	Once or twice per week	Once or twice per day	Several times per day
Your job requires you to work very fast	☐	☐	☐	☐	☐
Your job requires you to work very hard	☐	☐	☐	☐	☐
Your job leaves you with little time to get things done	☐	☐	☐	☐	☐
There is a great deal to be done	☐	☐	☐	☐	☐
You have to do more work than you can do well	☐	☐	☐	☐	☐
You get into arguments with others at work	☐	☐	☐	☐	☐
Other people yell at you at work	☐	☐	☐	☐	☐
People are rude to you at work	☐	☐	☐	☐	☐
Other people do nasty things to you at work	☐	☐	☐	☐	☐

Stress and Coping Survey UTPA faculty

7.

We are interested in how people respond when they confront difficult or stressful events at their job. There are lots of ways to try to deal with stress at work. Think about what YOU generally do and feel, when you experience stressful events at work.

In the following box please explain to us how you typically cope with stress at work. Obviously, different events bring out somewhat different responses, but think about what you USUALLY do when you are under a lot of stress at work. Write as much as you think is necessary to explain how you usually cope with stress at work.

Stress and Coping Survey UTPA faculty

8.

This section asks you to indicate what you generally do and feel, when you experience stressful events at work. Respond to each of the following items by marking the response that corresponds to your choice. Choose your answer thoughtfully, and make your answers as true FOR YOU as you can. Please answer every item. There are no "right" or "wrong" answers, so choose the most accurate answer for YOU-not what you think "most people" would say or do.

Indicate what YOU usually do when YOU experience a stressful event at work.

	I usually don't do this at all	I usually do this a little bit	I usually do this a medium amount	I usually do this a lot
I turn to other activities to take my mind off things.	○	○	○	○
I concentrate my efforts on doing something about the situation I'm in.	○	○	○	○
I say to myself "this isn't real"	○	○	○	○
I get emotional support from others.	○	○	○	○
I give up trying to deal with it.	○	○	○	○
I take action to try to make the situation better.	○	○	○	○
I refuse to believe that it has happened.	○	○	○	○
I say things to let my unpleasant feelings escape.	○	○	○	○
I get help and advice from other people.	○	○	○	○
I try to see it in a different light, to make it seem more positive.	○	○	○	○
I criticize myself.	○	○	○	○
I try to come up with a strategy about what to do.	○	○	○	○

Stress and Coping Survey UTPA faculty

9.

Indicate what YOU usually do when YOU experience a stressful event at work.

	I usually don't do this at all	I usually do this a little bit	I usually do this a medium amount	I usually do this a lot
I get comfort and understanding from someone.	○	○	○	○
I give up the attempt to cope.	○	○	○	○
I look for something good in what is happening.	○	○	○	○
I make jokes about it.	○	○	○	○
I do something to think about it less, such as going to movies, watching TV, reading, daydreaming, sleeping, or shopping.	○	○	○	○
I accept the reality of the fact that it happened.	○	○	○	○
I express my negative feelings.	○	○	○	○
I try to get advice or help from other people about what to do.	○	○	○	○
I learn to live with it.	○	○	○	○
I think hard about what steps to take.	○	○	○	○
I blame myself for things that happened.	○	○	○	○
I make fun of the situation.	○	○	○	○

Stress and Coping Survey UTPA faculty

10.

Indicate what YOU usually do when YOU experience a stressful event at work.

	I usually don't do this at all	I usually do this a little bit	I usually do this a medium amount	I usually do this a lot
I think about how my life is part of a larger spiritual force.	○	○	○	○
I work together with God as partners to get through hard times.	○	○	○	○
I look to God for strength, support, and guidance in crises.	○	○	○	○
I see my situation as part of God's plan.	○	○	○	○
I try to put my plans into action together with God.	○	○	○	○
I do my best and then turn the situation over to God.	○	○	○	○
I don't do much, just expect God to solve my problems for me.	○	○	○	○

Stress and Coping Survey UTPA faculty

11.

Indicate what YOU usually do when YOU experience a stressful event at work.

	I usually don't do this at all	I usually do this a little bit	I usually do this a medium amount	I usually do this a lot
I plead with God to make things turn out okay.	○	○	○	○
I seek God's love and care.	○	○	○	○
I pray to get my mind off of my problems.	○	○	○	○
I look for spiritual support from clergy.	○	○	○	○
I pray for the well-being of others.	○	○	○	○
I ask God to help me find a new purpose in life.	○	○	○	○
I try to find a completely new life through religion.	○	○	○	○
I seek help from God in letting go of my anger.	○	○	○	○

To what extent is your religion involved in understanding or dealing with stressful situations in any way?

☐ Not involved at all   ☐ Not very involved   ☐ Somewhat involved   ☐ Very involved

Stress and Coping Survey UTPA faculty

12.

The next items will focus on different types of beliefs that people have.

Please indicate how much you agree or disagree with each of the following statements.

	Strongly Disagree	Disagree	Slightly Disagree	Neither agree or disagree	Slightly Agree	Agree	Strongly Agree
Relatives are more important than friends.	○	○	○	○	○	○	○
No matter what the cost, dealing with my relatives' problems comes first.	○	○	○	○	○	○	○
I expect my relatives to help me when I need them.	○	○	○	○	○	○	○
It is more important to enjoy now than to plan for the future.	○	○	○	○	○	○	○
People die when it is their time and there is not much that can be done about it.	○	○	○	○	○	○	○
We must live for the present, who knows what the future may bring.	○	○	○	○	○	○	○
It is not always wise to plan far ahead because many things turn out to be a matter of good and bad fortune anyway.	○	○	○	○	○	○	○
It doesn't do any good to try to change the future because the future is in the hands of God.	○	○	○	○	○	○	○
When I make plans, I am almost certain I can make them work.	○	○	○	○	○	○	○

Stress and Coping Survey UTPA faculty

13.

Please indicate how much you agree or disagree with each statement.

	Strongly Disagree	Disagree	Slightly Disagree	Neither agree or disagree	Slightly Agree	Agree	Strongly Agree
I sometimes feel that someone controls me.	○	○	○	○	○	○	○
I'd rather depend on myself than others.	○	○	○	○	○	○	○
I rely on myself most of the time: I rarely rely on others.	○	○	○	○	○	○	○
I often do "my own thing."	○	○	○	○	○	○	○
My personal identity, independent of others, is very important to me.	○	○	○	○	○	○	○
It is important that I do my job better than others.	○	○	○	○	○	○	○
Winning is everything.	○	○	○	○	○	○	○
Competition is the law of nature.	○	○	○	○	○	○	○

Stress and Coping Survey UTPA faculty

14.

Please indicate how much you agree or disagree with each statement.

	Strongly Disagree	Disagree	Slightly Disagree	Neither agree or disagree	Slightly Agree	Agree	Strongly Agree
When another person does better than I do, I get tense and aroused.	○	○	○	○	○	○	○
If a coworker gets a prize, I would feel proud.	○	○	○	○	○	○	○
The well-being of my coworkers is important to me.	○	○	○	○	○	○	○
To me, pleasure is spending time with others.	○	○	○	○	○	○	○
I feel good when I cooperate with others.	○	○	○	○	○	○	○
Parents and children must stay together as much as possible.	○	○	○	○	○	○	○
It is my duty to take care of my family, even when I have to sacrifice what I want.	○	○	○	○	○	○	○
Family members should stick together, no matter what sacrifices are required.	○	○	○	○	○	○	○
It is important to me that I respect the decisions made by my groups.	○	○	○	○	○	○	○

Stress and Coping Survey UTPA faculty

15. demographics

Please mark the category that best describes your current position at UTPA:

☐ Professor

☐ Associate Professor

☐ Assistant Professor

☐ Instructor/Lecturer

☐ Executive/Administrative Staff

☐ Technical Staff

☐ Clerical/Secretarial Staff

☐ Service/Maintenance Staff

☐ Other

How long have you been employed at your current job?

Years _____

Months _____

How many hours do you typically work per week at your job?

_____

How many hours do you typically sleep per night?

_____

Please list your age.

_____

Please indicate your gender.

○ Male

○ Female

Stress and Coping Survey UTPA faculty

Please indicate your religious/spiritual affiliation.

○ Christian

○ Hindu

○ Jewish

○ Muslim

○ Unaffiliated

○ Prefer not to answer

○ Other

Other (please specify)

Stress and Coping Survey UTPA faculty

16. Christian Denominations

Which specific Christian denomination do you affiliate yourself with?

- ○ Adventist
- ○ Baptist
- ○ Churches of Christ
- ○ Episcopal
- ○ Jehovah's Witness
- ○ Lutheran
- ○ Methodist
- ○ Mormon
- ○ Pentecostal
- ○ Presbyterian
- ○ Protestant
- ○ Roman Catholic
- ○ Other

Other (please specify)

Stress and Coping Survey UTPA faculty

17. ethnicity

What is your ethnic background? (please choose one of the following)

- ○ American Indian, Eskimo
- ○ Asian/Pacific Islander
- ○ Black, African, African-American
- ○ Hispanic/Latino
- ○ White (non-Hispanic), Anglo, Caucasian, European

Stress and Coping Survey UTPA faculty

18. ARSMA

For each item, circle the number that BEST applies to you

	Not at all	Very Little (Not Very Much)	Moderately	Much (Very Often)	Extremely Often (Always)
I speak Spanish	○	○	○	○	○
I speak English	○	○	○	○	○
I enjoy speaking Spanish	○	○	○	○	○
I associate with Anglos	○	○	○	○	○
I enjoy watching English language movies	○	○	○	○	○
I enjoy Spanish language T.V.	○	○	○	○	○
I enjoy Spanish language movies	○	○	○	○	○
I enjoy reading books in Spanish	○	○	○	○	○
I write letters, email, or text in English	○	○	○	○	○
My thinking is done in the English language	○	○	○	○	○
My thinking is done in the Spanish language	○	○	○	○	○
My friends are of Anglo origin	○	○	○	○	○

Stress and Coping Survey UTPA faculty

19. Thank You

Thank you for completing our survey.

BIOGRAPHICAL SKETCH

Celina A. Esparza is a graduate of the University of Texas-Pan American, having earned both a bachelor's and master's degree in the field of clinical psychology. While at UTPA, she was a member of various organizations including Psi Chi, the UTPA Graduate Student Association (founding member), the American Psychological Association, the Applied Behavior Analysis International Association, and the Southwestern Psychological Association. She was also a research assistant for most of her collegiate career and participated in various university, regional, and international conferences presenting research. She currently resides in Texas. Send inquiry to celina.esparza@gmail.com.