RETAIL WORKERS:  
DEMOGRAPHIC INFLUENCES ON JOB AND LIFE SATISFACTIONS,  
WORK-LIFE CONFLICT, PERCEIVED STRESS AND WELLBEING.

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This study aimed to determine the levels of and perhaps relationship, if any, between job satisfaction, life satisfaction, work-life conflict, perceived stress and wellbeing in retail workers in Ireland. The study also aimed to investigate the possible influence of demographic variables such as gender and age. A self-developed online questionnaire using standardised measurement scales was distributed to colleagues and employees of McCabes Pharmacy. One hundred questionnaires were completed (75 female participants and 25 male participants). A mixed method; specifically a quantitative, mixed quasi-experimental, within subjects, correlational research design was used.

The overall results reported a substantial higher level of Work-Life Conflict than Life-Work conflict among retail workers in Ireland. Analysis showed the demographic variable gender had a significant difference on both Work-Life Balance and Job Satisfaction however the male or female factor showed no significant difference in relation to Life Satisfaction, Perceived Stress and Wellbeing. Perceived Stress noted a statistical significance among the demographic variable of age. The current study revealed a positive correlation between Job and Life Satisfactions and Wellbeing and Work-Life Balance. A negative correlation between Work-Life Balance and Job Satisfaction, Work-Life Balance and Life Satisfaction, and Life-Satisfaction and Wellbeing, was also discovered. Regression analysis revealed that only Job Satisfaction was a significant predictor of Work-Life Balance.
Introduction

The researcher wishes to welcome the reader to the project ‘Retail Workers: Demographic Influences on Job and Life Satisfactions, Work-Life Conflict, Perceived Stress and Wellbeing.’

The following literature review will give an overview of previous research including theories, hypotheses, results and conclusions in relation to the areas of job satisfaction, satisfaction with life, work-life conflict, perceived stress and wellbeing.

The introduction will consist of ten sections:

one section for each of the five chosen and afore-mentioned psychological variables; job satisfaction and the importance of the concept in the economic climate, satisfaction with life and the study of various factors which may affect it, work-life conflict and the models and theories explaining the concept, the birth and growth of perceived stress and workplace stressors, and general wellbeing in today’s society.

This will be followed by the use of demographic variables and the purpose of gender and age in this and previous studies, the rationale behind this research will then be discussed, before outlining the research gaps in which this study aims to expose and fit, the research objectives will be identified and finally the tenth section will state the five key hypotheses which the project hopes to test.
Job satisfaction has been a popular and mainstay variable and element of research into organisational psychology. Popularly, Locke, 1976 defined the concept of job satisfaction as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences” and his Range of Affect Theory is loosely based on the discrepancy between what one wants from a job and subsequently, what one has in a job. Locke also stressed the importance of the role played by an individual’s needs and values; needs being the biological necessities critical for survival and values’ being intuitive desires and wants of personal value.

Riggio, 2009, defined job satisfaction as the whole positive and all negative attitudes about one’s job. It has also been defined in a more basic state, as - overall on a global level - how content an individual is with his/her job.

Spector, 2012, delved deeper into the attitudinal variable of job satisfaction reckoning it as not only the global approach of the overall feel and vision of the job being the sole basis but also various other aspects. Spector focused on 14 key facets of a job; Appreciation, Communication, Co-Workers, Fringe Benefits, Job Conditions, Nature of the Work, Organisation, Personal Growth, Policies and Procedures, Promotion Opportunities, Recognition, Security and Supervision.

Spector’s view perhaps developed on that of Hoppock, 1935, who theorised that job satisfaction was impacted by five independent variables; Fatigue, Monotony, Working Conditions, Supervision and Achievement.
Hulin and Judge, 2003, identified job satisfaction as having a multidimensional psychological personal response to an individual’s job containing affective, behavioural and cognitive components. Such previous works suggest that employees may be satisfied with one or some aspects of their job yet dissatisfied with other aspects of the job. The author’s current study recognises this and will focus on job satisfaction as an overall and various facets such as pay, promotions, co-workers, etc… using the Job Satisfaction Scale.

Herzberg’s Two-Factor Theory, also known as motivator-hygiene theory, suggests satisfaction and dissatisfaction are driven by different factors and act independently of each other. Achievement, promotion, recognition and responsibility, amongst others, are identified as motivators providing satisfaction while conditions, salary, security and policies, amongst others, are identified as hygiene factors which do not offer positive satisfaction yet in their absence dissatisfaction results.

Job satisfaction is a hugely significant area of interest to not only industrial psychologists but also organisations and businesses, who have utilised interviews, surveys, scales, group meetings, appraisals and questionnaires as strategies of assessing job satisfaction. This current study will apply the notion, as outlined by Riggio, 2009; that the use of anonymity may increase the number of participants who complete the questionnaire.
Research has shown the individualism and personable nature of job satisfaction, it is a variable which may be affected by other important characteristics such as occupation, position and role, marital status, family status, etc…but this research will test only two main demographic variables of individuals in age and gender among employees of the retail industry in Ireland.

From the previous research studied, Job Satisfaction is also revealed as determined by an individual’s perception. There seems a long list of possible factors which may affect it so, four of which are Life Satisfaction, Work-Life Conflict, Perceived Stress and Well-Being – all also perceivable variables which this study will now observe.
Life Satisfaction

Similar to job satisfaction, quite simply this may be defined as how content an individual is with his/her life. Numerous topics may affect this or be taken into consideration such as employment, economic standing, education, experiences, etc… Demographic details such as gender, age, marital status and family status have been shown in previous research to greatly affect this element.

Life-satisfaction is the “overall cognitive evaluation of a person’s life based on comparisons between self-generated standards and the person’s perceived life circumstances” (Diener, Scollon & Lucas, 2004).

Life satisfaction is a hugely individual personal perception as each one place different values and emphasis on different factors such as health, wealth, experience, etc… Chacko, 1983, examined the causal relationship between job satisfaction and life satisfaction finding it to be significant. Similarly, Watanabe & Judge, 1993, identified a strong relationship between the two variables. However, despite the evidence, the question remained was it life satisfaction affecting job satisfaction or job satisfaction affecting life satisfaction? A question this current study may evoke.
Work-Life Conflict

Work-Life conflict or perhaps better titled work–life balance was described by Greenhaus, 2003 as “the extent to which an individual is equally engaged in and equally satisfied with his or her work and family role” and is basically the concept of an individual prioritising or their attempt to prioritise their finite resources of time and energy between one’s work and career and one’s lifestyle including health, leisure and family. Clark, 2000, also described the concept as “satisfaction and good functioning at work and at home, with a minimum of role conflict.”

Work-life balance is an increasingly popular area of study and research in today’s society, and poor or unbalanced work-life conflict may contribute to negative job and life satisfactions and an increased level of stress.

Bowswell and Olson-Buchanan stressed the role in which further advancing and developing technological devices played in blurring the lines between work and life as employees consistently and constantly remain close to work despite distance away from work and while off the job. The flexibility and changing dynamic structure of the traditional family with more and more women returning to work after maternity leave and more adults taking up evening further education courses has added to the juggling act known as work-life balance. An individual trying to satisfy all the competing aspects and commitments in life may struggle to play all the varying roles and this may create a strain on the individual, hinder life satisfaction, impede job satisfaction, obstruct general wellbeing and sustain perceived stress levels.
The spillover-crossover model suggests there is an impact of the work domain into the home domain, and consequently transference of emotions from an employee to particularly, a partner or spouse.

The spillover model is an intra-individual process concerning the transmission of states of well-being across different domains. The work-life conflict refers to a situation when the work-role has an impact on the life role. The life-work conflict then refers to a scenario when the life-role has an impact on the work-role. Both situations can be positive or negative.

The crossover model is then an inter-individual process characterised by transmission of states of well-being which may apply to emotions, moods, feelings and dispositions taking place between close individuals such as partners. This process may entail both positive or negative experiences, (Byron, 2005) for example, a partner transferring their own feelings of stress and fatigue to his/her partner.

Greenhaus and Beutell (1985) proposed the idea that an individual may also have difficulty in trying to alter their behaviour for differing domains causing tension within the individual. The work domain may require an individual to succeed with aggression, ambition and ruthlessness yet the home domain may require the individual to succeed with support, love, patience and care creating a possible stressful changeover.
Greenhaus, Collins and Shaw’s study of 2003, posed the question or posit the thought of what is the balance between work and life? For some individuals perhaps an equal amount is not the key to balance, some individuals will favour home life and some will consider extra time and effort in the work domain as just and worth as it provides them personally with satisfaction. The study revealed that in fact those with the highest quality of life had invested more in the home domain.

This study aims to observe the overall conflict or balance of retail workers in Ireland. This study also aims to compare the perception of work-life conflict and life-work conflict among these retail workers. Research hopes to develop on previous studies of the same nature and will also hope to reveal any discrepancies in work-life balance among males and females of differing ages. Finally, this research challenges job satisfaction, life satisfaction, perceived stress and general wellbeing as predictors of work-life balance.
**Perceived Stress**

With job satisfaction, life satisfaction and work-life conflict comes the factor and question of stress; or perceived stress. Psychological stress is complex, but most simply put as one’s demands exceeding one’s ability to cope.

“Stress is a negative emotional experience accompanied by predictable biochemical, physiological, cognitive and behavioural changes that are directed either toward altering the stressful event or accommodating to its effects” (Taylor, 2012 p.139).

Stress is an omnipresent part of life which Hans Selye’s eustress and distress model proposed the positive effects of stress as well as the negative. Stress triggers the ‘fight-or-flight’ response, causing hormones such as adrenaline and cortisol to surge through the body. Acute stress can be exciting and healthy – the eustress aspect of the model which keeps us active and alert allowing for quick reactions to situations. Distress however sees the body suffer from the over-exposure and long-term activation of heightened responses with chronic stress having detrimental effects on health, causing anxiety, depression, low immune responses and mental fatigue. Employees or workers under distress may become affected by unpleasant, negative anger, frustration, tension, strain and ultimately burnout. This can have a huge impact both on an individual and a business.
Elton Mayo carried out the now famous Hawthorn Studies between 1927 and 1932. Researchers initially set out to test the hypotheses that lighting at increased high levels increased the productivity of staff, but inadvertently stumbled upon the Hawthorn Effect in an emphasised socio-psychological aspect of human behaviour in organisations. Mayo’s groundbreaking discovery of reactivity in which individuals improve an aspect of their behaviour as a response to their awareness of being observed, introduced a new, never-before seen or practiced style of management re-writing the role of the supervisor. In addition to the hawthorn effect, Mayo noted that the supervisor’s more approachable and visible role with the employees was conducive of a healthy working-relationship in the organisation. Mayo also importantly recognised the importance of the organisation as a ‘work-family’ away from the home-family. He stated a solid and supportive work-family aided work-related stressors, increased job satisfaction and ultimately productivity and profits. It was these observations less than a century ago, that have become the basis and foundations of organisational psychology today.

To note, stressors can be anything that create a change in the body’s homeostasis including lighting, smells, or noise, etc… For many individuals in employment, stressors occur daily both in the work place and indeed at home and coping with the balancing act of both, can be a stressor all in itself. Stressors can be perhaps the tiniest somewhat insignificant thing - that when combined with other factors can create quite a strong reaction.
An organisation may implement several models to identify and remove stressors. Appraisals and meetings can identify aspects such as when additional training may be needed or perhaps roles and responsibility rotation may limit the risk of boring tasks which may fuel job dissatisfaction and hinder work performance. There may be a tremendous personal variation in what one perceives to be stressful between two individual workers, as stress is a perception and a cognitive appraisal of a situation. For example, a major event such as losing a job may be interpreted differently by two individuals. One may see it as an opportunity with the other viewing it as a catastrophe. Depending how it is viewed, determines to what level the situation may be viewed as stressful, if at all.

The existing coping mechanisms available to an individual determine their resulting affect, with common occupational stressors including excessive workload, insufficient support and resources, lack of recognition, relationship with management and co-workers, pay and work-life conflict. Employees may implement less constructive coping mechanisms if not supported by the organisation and stressors are allowed to develop. Holidays and sick days are perhaps seen as a quick fix in an escape of work-related stressors as they immediately reduce stress levels. Absenteeism may come at a cost to an individual, the organisation and indeed the state though and should be something that all organisations should absolutely focus efforts on reducing. In fact, holidays, etc… have been shown in research to only temporarily ease stress levels with original high levels returning within as little as a few weeks (Etzion, 2003).
Stress may be defined as the experience of unpleasant, negative emotions, such as anger, anxiety, tension, frustration or depression, resulting from some aspect of their work” according to Kyriacou, 2001, suggesting job dissatisfaction over a period of time may result in perceived stress.

Research has shown that gender may further affect an individual’s stress response to a situation. Taylor, 2000 posit the ‘tend and befriend’ behaviour theorised as the female’s primary response to stress referring to the protection of offspring and befriending of a social group for support and defence.

Stress is a phenomenon which needs to be recognised, this research aims to further develop theories and studies relating to stress, observing perceived levels of stress in the workplace, testing the relationship between perceived stress and job satisfaction, satisfaction with life, general wellbeing, questioning perceived stress as a predictor of work-life conflict, and assessing the affects of gender and age on perceived stress.
**General Wellbeing**

Well-being may be put simply as the state of being comfortable, healthy or happy, in general in relation to one’s social, economic, psychological, spiritual or medical state. Well-being may be developed through assessments of one’s environment and emotions and the subsequent interpretation of their own personal self.

A career and work is considered a major aspect and indicator of one’s well-being according to the Office for National Statistics’ Measuring National Well-being’ 2015 release. Well-being is an ever-rising important and significant aspect not only of individual’s lives but also in the lives of organisations. Organisations have realised that paying salary is not the sole motivation, source of satisfaction or determinant of performance in the workplace, now recognising and paying attention to wellbeing of employees.

In the economic climate of the last decade, research has created a better understanding of the importance of wellbeing in the workplace, and the vital role in which the organisation plays. Studies have illustrated the swinging importance of work in general well-being and the importance of well-being in the workplace. With many key aspects of business – absenteeism, performance, productivity, etc… suggested to be affected by wellbeing; it is a vital area of interest for organisations.
Bowling & Hammond’s 2008 studies indicated job satisfaction to be a good predictor of wellbeing and showed the positive correlation between job satisfaction and work-related wellbeing. As the level of job satisfaction decreased, in turn as did the level of work-related wellbeing.

This study aims to assess the general wellbeing of the retail industry workforce in Ireland. Leading on from previous research, this study will aim to analyse any relationship or correlation between wellbeing and other chosen psychological variables such as job satisfaction, life satisfaction, perceived stress and work-life balance. Finally, the study will also test if the role played by demographic variables gender and age will have any significance relating to wellbeing.
Demographic Influences

This study asks for various demographic and background information to accompany the standardised units of measurement used in the self-developed questionnaire.

The first demographic variable is gender. Many studies have focused on the role in which gender effects outcome; however the results remain inconclusive to state any evidence to prove gender differences in relation to the variables of this study. Spector, 2012, discussed how females reported higher levels of job satisfaction than men; however the study suggested that men had held higher positions and therefore had more responsibility and decisions to be made which may claim accountability. Taylor 2000, posits the ‘tend and befriend’ hypotheses which claims females naturally evolved to respond differently to stress than males. However, if males and females do respond differently to stress – the question is: Do they perceive stress differently? This study aims to analyse the levels of job satisfaction, satisfaction with life, work-life balance and general wellbeing in addition to perceived stress and test if any significant difference lies between males and females.
The second demographic variable is age. Again, like gender, many studies and researchers have come to alternate conclusions and different results making it inconclusive to make any definitive statements between age and the variables of this study. Ghazzawi, 2010, claimed age had no significance in job satisfaction, however numerous other studies have claimed that younger employees have lower job satisfaction than older counterparts and colleagues. There may be many logical reasons to support all claims, such as younger employees could have higher job satisfaction levels because they may work less hours, have less responsibility, less decisions to be made and in turn less workplace stressors. Alternatively, younger employees may also have lower job satisfaction levels because they are not given enough responsibility and they earn low starting wages. This idea is also relative to older employees with alternative concepts such as higher wages meaning higher job satisfaction and/or more responsibility equalling more stress meaning lower job satisfaction. This study poses the question ‘does age affect job satisfaction, life satisfaction, perceived stress, work-life balance and wellbeing?’ and this research aims to critically evaluate and analyse the data to test the hypotheses.

The demographic variables of this study play a key role in the research and make up a major part of the author’s hypotheses. The so far inconsistent and inconclusive results of studies involving demographics in this area of study emphasises the need for further study and future research to develop and test hypotheses.
Rationale

Thirty five to forty hours… Twenty to twenty five percent… A fifth to a quarter… Of our one hundred and sixty eight hour, seven day week!

This is the time, percentage and ratio that an average full-time working adult spends working per week. Considering we spend almost a third; 33%; 1:2 ratio of our life sleeping – an enormous amount of our conscious waking life is spent working.

Therefore, employment, workplace stressors and occupational stress are very relevant, real and important factors affecting people’s job satisfaction, satisfaction with life, perceived stress, general well-being and work-life balance.

This study aims to investigate these many variables of psychological health in one particular area of employment in Ireland – retail. Dr. Mark Simpson, managing director of Axa PPP Occupational Health Services stated that the retail sector “is a classic recipe for occupational stress” and reported findings of alarmingly high 71.4% of retail H.R. managers felt stress was a problem in their workplace.

In previous studies and texts researched a lot of the same psychological factors and variables have been studied, however the main focus seems to be on professionals, public and private sectors, and certain specific or particular occupations such as health workers, teachers, lawyers, police officers, etc… The retail industry which would seem to account for a huge proportion of workers in Ireland seems to have been overlooked leading to the gap in research, and presenting both a rationale and a need for further study; this study.
This study will not only investigate the levels of psychological variables such as job satisfaction, satisfaction with life, perceived stress, well-being and work-life balance but analyse the relationships between these psychological factors. The study will also examine the role in which demographic factors and variables such as gender and age play in influencing these psychological factors.

The self-developed questionnaire will include psychometric measures and scales such as General Health Questionnaire to measure Well-Being, Job Satisfaction Scale, Perceived Stress Scale, Satisfaction with Life Scale, and Work-Life Conflict Life-Work Conflict to measure Work-Life Balance.

This study aims to evaluate the overall job satisfaction and satisfaction with life of workers in the retail section of Ireland. This study also aims to investigate the well-being and perceived stress levels in which these workers deal with and monitor the work-life balance of workers in this particular fiercely competitive and pressurised sector. Measuring the levels of these five psychological factors is just the initial aim of this study. This study will then analyse the correlation between these factors such as the possible positive, negative or no correlation between perceived stress and job satisfaction. In further addition to this analysis, the psychological variables will be measured in a quasi-experimental design with a dependent variable based on gender to observe differences.
Demographic variables will also be used to observe the effects of age on job satisfaction, satisfaction with life, well-being, perceived stress and work-life balance. Through the mentioned research methods and research design; this study will aim to either prove or disprove hypotheses of this project.

A large amount of research, text and studies focuses on the five psychological factors and variables of this study; Job Satisfaction, Satisfaction with Life, Perceived Stress, Well-Being and Work-Life Balance. However, despite the quantity and quality of the previous works such as those of Chan 2007, a lot of the studies tend to focus in official public and private sector roles and professional roles such as teachers, healthcare workers, police officers, lawyers, etc… There is somewhat a gap in research when it comes to the area of interest of this project – the retail industry in Ireland. Mental health issues, stress included are more and more prevalent and relevant everyday, thus there is a large want and need for a study focusing on the causes and stressors of everyday life and average day-to-day tasks. The possible relationship perhaps between job and life satisfactions…the affects of perceived stress perhaps on well-being…perhaps the relationship or affect all or any of these variables have on the work-life and life-work conflicts of work-life balance…perhaps how demographic differences such as age or gender may affect all or any of these variables.

In addition to all these questions, perhaps, what-if’s and hypotheses is the huge area of interest, study and well-researched topic of gender and sexes and perhaps where they fit in predicting and affecting these mentioned and chosen timely, relevant and important variables.
Research Gaps

As highlighted in the researcher’s literature review, a number of studies have researched job satisfaction with a great number of hypotheses, theories, variables and even conclusions. The author therefore wishes to conduct further research stemming from that of peers, to allow for a better understanding of job satisfaction, the facets and subscales which affect the psychometric variable and even, the affect said variable may possibly have in relation to four other key psychometric variables: life satisfaction, work-life balance, perceived stress and wellbeing.

Satisfaction with life is a key element of an individual’s life, while many researchers have recognised this and a mounting body of evidence suggests a relationship between job and life satisfactions, few studies have actively studied the two variables and included factors such as perceived stress, wellbeing and work-life balance.

Work-life balance is a factor in which researchers have certainly promoted the importance of, however very little remains conclusively thought of the factors which affect it. The author aims to use the four psychometric variables of job satisfaction, life satisfaction, perceived stress and wellbeing in testing which/if any may be predictors of work-life balance as perceived personally by the employee.

Perceived stress arguably lays claim to the largest area of previous study of the author’s selected variables, interestingly however, conflicting evidence suggests an area in which further study is still required. The results of this study is hoped to provide an understanding of the affects of demographic variables such as gender and age on perceived stress.
Demographic variables of age and gender will also be examined to determine any differences pertaining to the aforementioned five chosen psychometric variables.

In the opinion of the researcher, many studies have focused on the variables in question and revealed vital information which is enabling this research project, some studies have even perhaps touched on the relationships of one or two variables, however it is with pride that this current study aims to focus on five key elements looking to test, identify and understand any links between the variables and furthermore, the role in which demographic variables may play. This gap and lack of research into the actual combination of variables chose, acts as a motivator to build on previous research. Despite the illustrated gap in research and need for this study, it is important however to also note the limitations of the current study, as recognised by the researcher.
Research Objectives

The aim of this research is to explore the relationship and correlation, if any, between the five chosen psychological variables:

- Job Satisfaction
- Satisfaction with Life
- Perceived Stress
- Work-Life Balance
- General Wellbeing

The research will aim to see if job satisfaction, satisfaction with life, perceived stress and wellbeing are predictors of work-life balance and the subscales, work-life conflict and life-work conflict.

In relation to demographic variables, the research aims to determine any significant role played by gender affecting any of the five psychological variables or subscales.

The research also aims to identify any discrepancies in responses by participants in different age categories.
Hypotheses

Hypotheses One:
It is hypothesised that workers in the retail sector in Ireland will have overall high perceived levels of stress, overall low levels of job satisfaction and a much a greater Work-Life conflict than Life-Work conflict.

Hypotheses Two:
It is hypothesised that there will be a significant difference between males and females in relation to job satisfaction, life satisfaction, perceived stress and general wellbeing.

Hypotheses Three:
It is hypothesised that age categories will differ significantly in relation to job satisfaction and perceived stress.

Hypotheses Four:
It is hypothesised that perceived levels of stress will have a negative correlation on job satisfaction, and that job satisfaction will have a positive correlation on life satisfaction.

Hypotheses Five:
It is hypothesised that the psychological variables; job satisfaction, life satisfaction and perceived stress will predict the WLC and LWC scales. More specifically, job satisfaction and life satisfaction will have a negative effect and perceived stress will have a positive effect.
Methodology

Participants

The sample for the study was a purposive sample of 100 individuals from the retail industry of the Irish workforce. Participants were made up of a varied population and demographic sample of retail workers from an approved and accessible community and retail pharmacy business; McCabes Pharmacy. As McCabes Pharmacy, is the researcher’s own company of employment – the method of sampling used is considered to be convenience sampling. This was chosen due to ease of access, location, and due to the natural time constraints of a final year honours degree course for a student in full-time employment and part-time education. Permission had been granted to approach staff of the company by both the flagship store manager and the commercial and operations managing director, evidence of which may be seen in Appendix 2. All participants were over the age of eighteen years old and did not belong to a vulnerable group. The one hundred participants consisted of 75 females and 25 males, of varying ages, fluctuating years experience working in retail and differing hours worked, as is evident in analysis of results.
**Materials**

The materials used to conduct this study included a self-administered online questionnaire. The questionnaire, created in Google Docs, included a demographic data opening followed by psychometric standardised measures. The questionnaire was a completely voluntary process in which participants had the option of simply withdrawing before or at any stage during the questionnaire.

The self-developed questionnaire contained a cover letter both introducing the researcher and providing information on the study, and assuring participants that it was strictly for personal and college-related research and study only. The cover page included an understanding waiver, acknowledgement and consent of the participant’s freedom and option to withdraw at any stage during the process, however, upon completion and submission of the questionnaire, due to anonymity of each participant’s questionnaire; it was not possible to withdraw or revoke the completed questionnaire.

The initial information gathering section of the questionnaire began with additional demographic and work-related data which pertained to gender, age, marital status, years of work in retail and average number of hours worked weekly before moving onto the psychometric scales, detailed in the next section.

If any participant may have felt affected or distressed in any way by issues raised in the study, advice and support services and contact numbers such as Samaritans and Aware were provided.
A pilot study was not proposed or deemed necessary as the researcher used standardised tools that have previously been used.

This current study required few pieces of equipment to successfully conduct. The data, collected over a four week period, was stored on a secure and safe, password protected member only account to which the author had sole access.

Each file and piece of work relating to this study was created and saved on the author’s personal code-protected Fujitsu Siemens Esprimo Mobile V5535 laptop and stored in a file which could only be accessed by the author with the correct entering of legitimate username and valid password.

Type files were created using Microsoft Word 2007.
Data was collected and stored using Microsoft Excel 2007.
Poster presentation was created using Microsoft PowerPoint 2007.
Data was input, tests ran and results and statistics analysed using IBM’s Statistical Package for the Social Sciences (SPSS) version 22.0.
Psychometric Scales

The self-developed questionnaire included the following psychometric measures:

**Work-Life Conflict / Life-Work Conflict Scale (WLC/LWC)** (Netemeyer, Boles & McMurrian, 1996) to assess Work-Life Balance. The WLC/LWC scale is a seven point Likert scale from “strongly disagree” to “strongly agree”. The scores are added together for the five items with each WLC and LWC. Higher scores on the WLC indicate a greater degree of work conflicting with family life/non-work life, while a higher LWC score indicates family/non-work life conflicting with work.

Life satisfaction was measured using the **Satisfaction With Life Scale (SWLS)**; a five item scale that measures the subject’s judgemental component (Diener, Emmons, Larsen & Griffin, S, 1985). The SWLS uses a 1 – 7 scoring scale:

1 I strongly disagree   2 I disagree   3 I slightly disagree
4 I neither agree nor disagree
5 I slightly agree    6 I agree      7 I strongly agree

With total accumulative scores being interpreted as:

5 – 9 Extremely Dissatisfied
10 – 14 Dissatisfied
15 – 19 Slightly Dissatisfied
20 Neutral
21 – 25 Slightly Satisfied
26 – 30 Satisfied
31 – 35 Extremely Satisfied
Perceived stress was measured using the **Perceived Stress Scale (PSS)** which is a ten item questionnaire, with a five point Likert scale, designed to measure stress through 21 subjective appraisals of events over the previous month determining which situations in one’s life are appraised as stressful. (Cohen, Kamarck & Mermelstein, 1983).

The PSS-14 is scored:

- **0** Never
- **1** Almost Never
- **2** Sometimes
- **3** Fairly Often
- **4** Very Often

With (M=19.62, SD= 7.49) and the higher the total score, the more stressful an individual is interpreted as perceived to be.

**Job Satisfaction Survey (JSS)** Spector, P.E. (1994), is a 36 item questionnaire with participants answering questions on a 1 – 6 scale:

- **1** Disagree Very Much
- **2** Disagree Moderately
- **3** Disagree Slightly
- **4** Agree Slightly
- **5** Agree Moderately
- **6** Agree Very Much

Scoring of the JSS, ranges from 36 to 216. It may generally be interpreted as a range of 36 - 108 as identifying dissatisfaction and a range of 144 - 216 as identifying satisfaction. An ambivalent range is a score of 108 – 144.
The General Health Questionnaire (GHQ) was used in this current study to measure wellbeing. The GHQ was developed by Goldberg, 1978, to detect non-psychotic psychiatric disorder in people in community and medical settings using a self-report questionnaire. The GHQ-12 (Goldberg, 1992) is a shortened version of the well-validated full version, the GHQ-60, but is equally valid and reliable, thus this version was implemented as part of the researcher’s self-developed questionnaire. Each of the 12 items asks whether the respondent has experienced a particular symptom or item of behaviour recently using a four-point scale of:

0  'Less Than Usual',
1  'No More Than Usual',
2  'Rather More Than Usual'
3  'Much More Than Usual.'

The scoring method chosen for the GHQ-12 was the method of using values 0,1,2,3 as weighting outlined above for answers as opposed to the alternative option of 0,0,0,0. The reason is this scoring chart gives a better indication to the degree of wellbeing and also provides a less skewed distribution of total scores; ranging from 0 to 36.
**Design**

This study is that of a mixed-method study, specifically applying:

a quantitative, mixed quasi-experimental, within subjects, correlational research design.

Using self-report measures, the researcher collected required data.

The correlational aspect of the study included -

**Predictor Variables:**
- Wellbeing
- Job Satisfaction
- Perceived Stress

(Each predictor variable is relating to the four remaining criterion variables minus itself.)

**Criterion Variables:**
- Wellbeing
- Job Satisfaction
- Perceived Stress
- Life Satisfaction
- Work-Life Balance

The quasi-experimental aspect of the study bases gender as the independent variable to dependent variables of:

- Job Satisfaction · Life Satisfaction · Work-Life Balance · Perceived Stress · Wellbeing

Demographic Variables included

- Gender · Age · Marital Status · Years of Work in Retail · Hours Worked Per Week


**PROCEDURE**

This study began with the researching and obtaining of the five recently mentioned psychometric scales. The scales in question had been obtained in combination of the researcher’s own personal study and from the psychology laboratory in the Arts Department of Dublin Business School (DBS). The research proposal sought to employ the use of these scales in a self-developed questionnaire and the project proposal and application was approved by the ethics review board and committee.

The self-developed questionnaire draft was then compiled as a Microsoft Word document and finalised to include an introducing and informative cover letter and a debriefing final page, which the author submitted to acquire permission to begin gathering data – which was then successfully granted.

The questionnaire was then created as an online version using ‘Google Docs’.

The preparation was now complete and the actual collection of data and questionnaire responses could begin. The researcher had already previously obtained written and verbal permission from their own company of employment and so commenced approaching colleagues. Although a paper version of the questionnaire also existed as an option, all subsequent participants chose to use the online document. In line with ethical guidelines, each participant was carefully briefed and clearly informed of the privacy, anonymity and confidentiality of the questionnaire helping to ensure most accurate responses. All participants were greeted and presented with the cover letter in paper format as the study and purpose of the study were outlined and the completely voluntary nature of their participation clarified. The participant was
made aware of the option to now or at any time, prior to completion and submission of the questionnaire, withdraw from the study. The final briefing noted that due to the private and confidential anonymity of the study that no written permission, signature or tick box consent would be asked – instead their participation and submission of the completed questionnaire was acting as informed consent. Again referring to the anonymity of the study, participants were fully informed and understood that once the questionnaire was completed and submitted, that it was impossible to then be withdrawn or revoked.

Having completed and submitted questionnaires, all participants were then debriefed, again in line with ethical guidelines. Each participant was thanked for their time and effort. The researcher also presented the final page of the study which echoed the researcher’s appreciation of their participant and if any participant may have felt affected or distressed in any way by issues raised in the study, advice and support services and contact numbers were provided.

On completion of one hundred questionnaires, the scores and data for the various scales and questions were input to IBM’s Statistical Package for the Social Sciences on the researcher’s Fujitsu Esprimo Mobile 5535 laptop operating on a Microsoft Windows 2007 system.

The researcher then proceeded to analyse the gathered data and run the appropriate tests in order to prove or disprove the hypotheses of the study.
**Ethics**

This research project was considered to involve minimal risk, with the possible inconvenience to participants in both, even being invited to participate and the actual participating in the study considered risk.

Ensuring informed consent of all participants is a factor which was taken very seriously during this project, a correct and effective brief and cover letter on both online and paper versions of questionnaire was agreed precaution enough to ensure informed consent.

The study may be deemed by some participants to address a sensitive subject. It was very important, in advance of participation, to ensure that all participants were made aware of the subjects possibly considered sensitive and also understood that this questionnaire was completely of their own choice and free will and at any stage up to submission may they stop or withdraw from going any further. A card, separate to that of the questionnaire was provided to all participants outlining and detailing the researchers contact details for any further information as well as contact information of advice and support groups, such as Aware and Samaritans, if any person may feel distressed or affected by any of the issues raised in the questionnaire or study.

There is no other known ethical issue or risk attached or stemming from this study and research project either envisaged or foreseen throughout the entirety and completion of the study.
**Results**

The results section will commence with the presentation and overview of the descriptive statistics, followed by the analysis of the inferential statistics consisting of both psychometric and demographic variables.

Inferential statistics supplemented results with the use of Mann-Whitney U, Spearman’s RHO Correlation and Multiple Regression tests, among others.

From the sample of 100 participants the following descriptive statistics were obtained.

As outlined in Figure 1; the majority of participants were female (n=75) compared to male participants (n=25).

Figure 2 depicts the five categories of marital status, as no participants were, or at least answered to being, widowed. The highest frequency category was single (n=44) followed by partnership (n=34) and married (n=19) and the concluding divorced category (n=3).

The five age categories, visible in Figure 3, revealed a very balanced participant range with 29% of participants between the ages of 24 and 29 years old, followed closely by 18-23 year olds (28%), 30-39 year olds (28%) and finally, 40-49 year olds (15%). There was no participant who fell into the 50 years and over category.

Figure 4 identifies the participants longevity of employment in the retail industry, revealing 3 – 5 and 6 – 9 years respectively, as the leading most frequent category with 22% apiece. 10 – 15 years (n=20), 16 – 19 years (n=12), 1 or 2 years (n=11), 20 years or more (n=7) and therefore 0-11months (n=5).

The final background and demographic variable posed by the author asked participants to reveal, on average, the number of hours per week in which they worked. The majority of participants were full-time staff members with those answering 40 hours or more (n=41), 30 – 39 hours (n=28), 10 – 19 hours (n=19), 20 – 29 hours (n=10) and 0 – 9 hours (n=2).

Please find below, the breakdown of the five demographic variables’ results obtained from the 100 participant’s completion of the author’s self-developed questionnaire.
**Descriptive Statistics**

**Figure 1: Gender breakdown of total sample**

- Male: 25%
- Female: 75%

**Figure 2: Marital Status evaluation of total participants**

- Single: 44%
- Partnership: 34%
- Married: 19%
- Divorced: 3%
- Widowed: 0%

**Figure 3: Analysis of participants by age categories**

- 18 - 23: 28%
- 24 - 29: 29%
- 30 - 39: 28%
- 40 - 49: 15%
- 50+: 0%
Figure 4: Percentage value column chart displaying number of years worked in retail industry by participants.

Figure 5: Number of hours worked per week by participants.
<table>
<thead>
<tr>
<th></th>
<th>Mean</th>
<th>Median</th>
<th>Std. Deviation</th>
<th>Minimum</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>J.S. Pay</td>
<td>8.4200</td>
<td>7.000</td>
<td>4.04814</td>
<td>4.00</td>
<td>20.00</td>
</tr>
<tr>
<td>J.S. Promotion</td>
<td>10.4400</td>
<td>10.5000</td>
<td>4.94877</td>
<td>4.00</td>
<td>21.00</td>
</tr>
<tr>
<td>J.S. Supervision</td>
<td>19.000</td>
<td>20.000</td>
<td>4.90516</td>
<td>5.00</td>
<td>24.00</td>
</tr>
<tr>
<td>J.S. FB</td>
<td>9.1100</td>
<td>9.0000</td>
<td>4.09458</td>
<td>4.00</td>
<td>20.00</td>
</tr>
<tr>
<td>J.S. Contingent Regards</td>
<td>12.0500</td>
<td>12.0000</td>
<td>4.53800</td>
<td>4.00</td>
<td>24.00</td>
</tr>
<tr>
<td>JS operating conditions</td>
<td>13.0500</td>
<td>14.0000</td>
<td>4.04614</td>
<td>4.00</td>
<td>21.00</td>
</tr>
<tr>
<td>J.S. Co-Workers</td>
<td>16.7200</td>
<td>17.0000</td>
<td>2.35308</td>
<td>11.00</td>
<td>22.00</td>
</tr>
<tr>
<td>J.S. Nature of Work</td>
<td>16.6400</td>
<td>17.0000</td>
<td>4.34269</td>
<td>4.00</td>
<td>24.00</td>
</tr>
<tr>
<td>J.S. Communication</td>
<td>12.9000</td>
<td>13.0000</td>
<td>3.61953</td>
<td>4.00</td>
<td>20.00</td>
</tr>
<tr>
<td>Total Job Satisfaction</td>
<td>118.3300</td>
<td>115.5000</td>
<td>23.68695</td>
<td>59.00</td>
<td>177.00</td>
</tr>
<tr>
<td>Total Life Satisfaction</td>
<td>21.2700</td>
<td>20.0000</td>
<td>6.21639</td>
<td>5.00</td>
<td>33.00</td>
</tr>
<tr>
<td>Total Work-Life Balance</td>
<td>33.8200</td>
<td>35.0000</td>
<td>8.89828</td>
<td>14.00</td>
<td>50.00</td>
</tr>
<tr>
<td>Total Perceived Stress</td>
<td>29.0200</td>
<td>26.0000</td>
<td>7.82379</td>
<td>20.00</td>
<td>60.00</td>
</tr>
<tr>
<td>Total Wellbeing</td>
<td>24.7000</td>
<td>24.0000</td>
<td>5.68269</td>
<td>12.00</td>
<td>45.00</td>
</tr>
</tbody>
</table>
Inferential Statistics

All the variables except life satisfaction failed the test of normality as the result of Shapiro-Wilk shows (p < .05), outlined in Table 2.

<table>
<thead>
<tr>
<th></th>
<th>Kolmogorov-Smirnov</th>
<th>Shapiro-Wilk</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Statistic</td>
<td>DF</td>
</tr>
<tr>
<td><strong>Job Satisfaction</strong></td>
<td>.085</td>
<td>100</td>
</tr>
<tr>
<td><strong>Life Satisfaction</strong></td>
<td>.151</td>
<td>100</td>
</tr>
<tr>
<td><strong>Work-Life Balance</strong></td>
<td>.140</td>
<td>100</td>
</tr>
<tr>
<td><strong>Perceived Stress</strong></td>
<td>.220</td>
<td>100</td>
</tr>
<tr>
<td><strong>General Wellbeing</strong></td>
<td>.110</td>
<td>100</td>
</tr>
</tbody>
</table>

The box-plot results show that there are no outliers for all the variables.
Hypotheses One:

It is hypothesised that workers in the retail sector in Ireland will have overall high perceived levels of stress, overall low levels of job satisfaction and a much a greater Work-Life conflict than Life-Work conflict.

Participant’s responses suggested an overall high perceived level of stress from the PSS-14 scale. The mean total score was recorded using descriptive statistics as (M= 29.02, SD= 7.82) and the average rank per participant per question was 2.07 equalling the ‘sometimes’ category.

Total job satisfaction (M= 118.30, SD= 23.67) suggests perhaps an inconclusive, ambivalent median score. The job satisfaction scale is a 36-item scale with scoring ranging from 36 to 216. It may generally be interpreted as a range of 36 - 108 as identifying dissatisfaction with a range of 144 - 216 as identifying satisfaction. The mean score has fallen between the ambivalent ranges of 108 – 144. The descriptive statistics also reveal the median score as ranked at 115.50, suggesting perhaps overall more dissatisfaction than satisfaction.

Work-Life Balance is a total combination of two subscales with the first five questions measuring Work-Life Conflict and the extent in which work demands affect an individual’s non-work life. Questions 6 – 10 then measure Life-Work Conflict and the extent in which non-work life commitments affect one’s working life. Table 3 illustrates the descriptive statistic results of the subscales of Work-Life balance.

Work-Life Conflict (WLC) (M= 4.24, SD= 1.39) had a substantially higher average score than that of Life-Work Conflict (LWC) (M= 2.52, SD =.90).

LWC also scored a total overall mean of 20.58 compared to the 12.61 of WLC.

LWC also recorded a maximum score of 34 twice as high as the 17 of the LWC.
**Table 3: Work-Life Conflict (WLC) Vs Life-Work Conflict (LWC)**

<table>
<thead>
<tr>
<th></th>
<th>WLC</th>
<th>LWC</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Missing</td>
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<td>0</td>
</tr>
<tr>
<td>Mean</td>
<td>4.2420</td>
<td>2.5220</td>
</tr>
<tr>
<td>Median</td>
<td>4.4000</td>
<td>2.2000</td>
</tr>
<tr>
<td>Std. Deviation</td>
<td>1.39097</td>
<td>.90516</td>
</tr>
<tr>
<td>Range</td>
<td>5.80</td>
<td>3.40</td>
</tr>
<tr>
<td>Minimum</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Maximum</td>
<td>6.80</td>
<td>4.40</td>
</tr>
</tbody>
</table>
Hypotheses Two

It is hypothesised that there will be a significant difference between males and females in relation to job satisfaction, life satisfaction, perceived stress and general wellbeing.

Mann Whitney Test was used to examine the demographic variable of gender and determine whether male participants have any significantly different levels of job satisfaction (JS), satisfaction with life (LS), work-life conflict (WLC), perceived stress (PS) and wellbeing (WB) in comparison to female participants.

The analysis shows that male participants (M= 36.80, SD= 7.97) have a significantly higher Work-Life Conflict level in comparison to the female participants (M= 32.83, SD= 9.02), (z= -2.07, p= .038).

The analysis shows that female participants (M= 121.13, SD= 24.54) have a significantly higher job satisfaction level than that of male participants (M= 109.92, SD= 18.96), (z= -2.241, p= .025).

The analysis, exhibited in Table 4, below, showed no significant difference between male and female participants for the three other test variables of satisfaction with life, perceived stress and wellbeing.

Table 4: Inferential Statistics of Gender Difference

<table>
<thead>
<tr>
<th>GENDER</th>
<th>JS</th>
<th>LS</th>
<th>WLC</th>
<th>PS</th>
<th>WB</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MALE</strong></td>
<td>N Valid</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Missing</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Mean</td>
<td>109.9200</td>
<td>19.2800</td>
<td>36.8000</td>
<td>27.8000</td>
</tr>
<tr>
<td></td>
<td>Std.Deviation</td>
<td>18.96251</td>
<td>5.48878</td>
<td>7.96869</td>
<td>8.56835</td>
</tr>
<tr>
<td><strong>FEMALE</strong></td>
<td>N Valid</td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>75</td>
</tr>
<tr>
<td></td>
<td>Missing</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Mean</td>
<td>121.1333</td>
<td>21.9333</td>
<td>32.8267</td>
<td>29.4267</td>
</tr>
<tr>
<td></td>
<td>Std.Deviation</td>
<td>24.53863</td>
<td>6.33594</td>
<td>9.01856</td>
<td>7.57694</td>
</tr>
</tbody>
</table>
**Hypotheses Three**

*It is hypothesised that age categories will differ significantly in relation to job satisfaction and perceived stress.*

The demographic variable of age was hypothesised to affect psychometric variables job satisfaction and perceived stress.

Kruskal Wallis test was used to examine whether participants of different age categories showed a pattern or identified any possible common trend or relationship pertaining to any of the psychometric variables.

The analysis shows that there was no statistical significance of the various age categories relating to job satisfaction. 18 – 23 year olds recorded a mean rank of 55.71 with 24 – 29 year olds (M= 49.62), 30 – 39 year olds (M= 49.73) and 40 – 49 year olds (M= 43.90). The slight elevated level of job satisfaction among 18 – 23 year olds is perhaps due to a lack of responsibility, managerial positions and decision making duties.

The analysis, highlighted in Table 5, also showed however that there was a statistical significance recorded among age categories in the levels of perceived stress. 18 – 23 year olds (M= 42.96), 24 – 29 year olds (M= 63.09), 30 – 39 year olds (M = 41.79) and 40 – 49 year olds (M= 56.50).
Table 5: Kruskal-Wallis Analysis of Age

<table>
<thead>
<tr>
<th>Age</th>
<th>N</th>
<th>Mean Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Satisfaction</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 - 23</td>
<td>28</td>
<td>55.71</td>
</tr>
<tr>
<td>24 - 29</td>
<td>29</td>
<td>49.62</td>
</tr>
<tr>
<td>30 - 39</td>
<td>28</td>
<td>49.73</td>
</tr>
<tr>
<td>40 - 49</td>
<td>15</td>
<td>43.90</td>
</tr>
<tr>
<td>Total:</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Life Satisfaction</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 - 23</td>
<td>28</td>
<td>49.14</td>
</tr>
<tr>
<td>24 - 29</td>
<td>29</td>
<td>56.64</td>
</tr>
<tr>
<td>30 - 39</td>
<td>28</td>
<td>50.96</td>
</tr>
<tr>
<td>40 - 49</td>
<td>15</td>
<td>40.30</td>
</tr>
<tr>
<td>Total:</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Perceived Stress</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 - 23</td>
<td>28</td>
<td>42.96</td>
</tr>
<tr>
<td>24 - 29</td>
<td>29</td>
<td>63.09</td>
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<tr>
<td>30 - 39</td>
<td>28</td>
<td>41.79</td>
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<td>40 - 49</td>
<td>15</td>
<td>56.50</td>
</tr>
<tr>
<td>Total:</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Wellbeing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 - 23</td>
<td>28</td>
<td>49.70</td>
</tr>
<tr>
<td>24 - 29</td>
<td>29</td>
<td>46.02</td>
</tr>
<tr>
<td>30 - 39</td>
<td>28</td>
<td>52.63</td>
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<tr>
<td>40 - 49</td>
<td>15</td>
<td>56.70</td>
</tr>
<tr>
<td>Total:</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Work-Life Balance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 - 23</td>
<td>28</td>
<td>41.30</td>
</tr>
<tr>
<td>24 - 29</td>
<td>29</td>
<td>48.26</td>
</tr>
<tr>
<td>30 - 39</td>
<td>28</td>
<td>55.02</td>
</tr>
<tr>
<td>40 - 49</td>
<td>15</td>
<td>63.57</td>
</tr>
<tr>
<td>Total:</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Satisfaction</th>
<th>Perceived Stress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chi-Square</td>
<td>1.728</td>
</tr>
<tr>
<td>DF</td>
<td>3</td>
</tr>
<tr>
<td>Asymp. Sig.</td>
<td>.631</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Satisfaction</th>
<th>Perceived Stress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chi-Square</td>
<td>10.595</td>
</tr>
<tr>
<td>DF</td>
<td>3</td>
</tr>
<tr>
<td>Asymp. Sig.</td>
<td>.014</td>
</tr>
</tbody>
</table>
Hypotheses Four

It is hypothesised that perceived levels of stress will have a negative correlation on job satisfaction, and that job satisfaction will have a positive correlation on life satisfaction.

As the data failed the assumption of normality, Spearman Rank Order Correlation was used to examine the relationship or lack of, between job satisfaction and the relevant subscales, life satisfaction, work-life balance, perceived stress and wellbeing.

Spearman correlation analysis shows that there is a significant positive relationship between job satisfaction and life satisfaction (R[100] = .271, p < .05). The result of the analysis also show there is a statistically significant negative relationship between:

- Job satisfaction and work-life balance (R[100] = -.292, p < .05),
- Life satisfaction and work-life balance (R[100] = -.310, p < .05), and
- Job satisfaction and wellbeing (R[100] = -.446, p < .001).

The spearman correlation shows that there is a statistically significant positive relationship between total wellbeing and work-life balance (R[100] = .284, p < .05).

The result shows no significant relationship between perceived stress and the other psychometric variables of job satisfaction, life satisfaction, work-life balance and wellbeing, as depicted by the researcher and viewed in Table 6.
**Table 6: Non-Parametric Spearman Correlation**

<table>
<thead>
<tr>
<th>SPEARMAN’S RHO</th>
<th>JOB SATISFACTION</th>
<th>LIFE SATISFACTION</th>
<th>WORK-LIFE BALANCE</th>
<th>PERCEIVED STRESS</th>
<th>WELLBEING</th>
</tr>
</thead>
<tbody>
<tr>
<td>JS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sig.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
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<tr>
<td>JS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sig.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>100</td>
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<tr>
<td>JS</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sig.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>PS</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Sig.</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>N</td>
<td>100</td>
<td>100</td>
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<td>100</td>
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<tr>
<td>GW</td>
<td></td>
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</tr>
<tr>
<td>Sig.</td>
<td></td>
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<tr>
<td>N</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

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

JS = Job Satisfaction  
CC = Correlation Coefficient  
LS = Life Satisfaction  
Sig. = (2-tailed)  
WLB = Work-Life Balance  
PS = Perceived Stress  
GW = General Wellbeing
**Hypotheses Five**

*It is hypothesised that the psychological variables; job satisfaction, life satisfaction and perceived stress will predict the WLC and LWC scales. More specifically, job satisfaction and life satisfaction will have a negative effect and perceived stress will have a positive effect.*

A multiple regression analysis was used to examine whether the author’s chosen four psychometric variables of job satisfaction, life satisfaction, perceived stress and wellbeing are significant predictors of work-life balance. The result of the analysis shows that the regression model predicts work-life balance statistically significant (R²= .172, F(4,95) = 4.95, p < .001).

The results shows that only job satisfaction, observable in Table 7 below, significantly predicts work-life balance (β= – .230, p=.029).

**Table 7: Predictors of Work-Life Balance Regression Analysis**

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardised Coefficients</th>
<th>Standardised Coefficients</th>
<th>t</th>
<th>Sig.</th>
<th>Collinearity Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std.Error</td>
<td>Beta</td>
<td></td>
<td>Tolerance</td>
</tr>
<tr>
<td>(Constant)</td>
<td>50.609</td>
<td>9.156</td>
<td>5.527</td>
<td>.000</td>
<td></td>
</tr>
<tr>
<td>Life Satisfaction</td>
<td>-.294</td>
<td>-.155</td>
<td>-.205</td>
<td>-1.902</td>
<td>.060</td>
</tr>
<tr>
<td>Perceived Stress</td>
<td>-.109</td>
<td>-.108</td>
<td>-.096</td>
<td>-1.011</td>
<td>.315</td>
</tr>
<tr>
<td>Job Satisfaction</td>
<td>-.087</td>
<td>-.039</td>
<td>-.230</td>
<td>-2.216</td>
<td>.029</td>
</tr>
<tr>
<td>General Wellbeing</td>
<td>.116</td>
<td>.176</td>
<td>.074</td>
<td>.663</td>
<td>.509</td>
</tr>
</tbody>
</table>
Discussion

The current study had many aims and objectives proposed by the researcher.

The current study addressed demographic variables of gender and age, in relation to what the author considered five key psychometric variables:

Job Satisfaction,
Life Satisfaction,
Work-Life Balance,
Perceived Stress
and Wellbeing.

The research aimed to analyse if any of the four other variables were significant predictors of Work-Life Balance.

The project investigated and measured for any positive or negative correlation between all the psychometric variables.

The main aim and purpose of the study however, was not only conducting research on said variables but carry out the research project in the field of Ireland’s retail industry using employees in this sector.

In the following section, the author will discuss and review the current research project with particular observation of the strengths and limitations of the study, directions for future research and finally, any conclusions drawn.
**Strengths**

A particular strength of this study is the broad scope of research and variables, examining five major psychometric variables of job satisfaction, life satisfaction, work-life balance, perceived stress and wellbeing.

From a methodological viewpoint, the self-developed questionnaire using standardised scales of:

- Job Satisfaction Survey
- Satisfaction with Life Scale
- Work-Life Conflict Life-Work Conflict Scale
- Perceived Stress Scale and
- General Health Questionnaire – 12,

was a huge strength as the questionnaire was quick and efficient for both participant and researcher, and yet remained valid and reliable. By ensuring minimum disruption and ease of access through both paper and online versions offered, this stood to maximise the number of participants who would complete the study, improving the power of results and analysis.

The inclusion of both men and women and the varied sample of ages, provided a much more solid and sound study enhancing the generalisation and offering more validity to the results as relevant to the population.
**LIMITATIONS**

One perhaps limitation of the study may be that all participants of this research project were entirely from one organisation, the study may definitely benefit from a wider sample if repeated or replicated in the future.

The second limitation relating to the sample of participants may indicate that the total number of participants may be considered relatively small (n=100). A larger group may justify the results more.

In addition to there only being 100 participants and all of them being from one organisation, 75% of these participants were women. If replicating the project, the researcher would recommend trying to vary the participants in terms of organisations and employers within the retail sector, also a larger sample and preferably a more balanced ratio of male : female gender may again more accurately assess the study.

Unfortunately, such is the case with full-time working students completing final year degree courses part-time, time is a valuable resource which there is not a lot. Due to time restrictions and the size and magnitude of the project undertaken, the researcher understandably chose a convenience sample of the staff employed by their own workplace. Despite the anonymity of the questionnaire, there is a possible risk in which friends, colleagues and peers may have withheld or not fully disclosed the full truth of their feelings, opinions and perceptions.
Timing may possibly have affected participants’ responses and perceptions. A lot of the scales asked questions like ‘recently have you’ and ‘in the last month have you’, the questionnaires were distributed at the start of the New Year, not long after the Christmas period; infamously the busiest time of year in the retail industry. There is a possible risk of inflated or deflated positive or negative responses which may have been influenced by the previous chaotic month and somewhat inaccurate and not totally representative of the whole year.

One final slight hindrance in the completion of the research project happened during the input of data to SPSS. The age category, as can be seen in the attached output, had been entered in error. However, the researcher noticed this before any of the incorrect data was used in testing hypotheses and this was resolved without affecting any results or validity of analysis, causing only a minor time-consuming re-entry of data.

Unfortunately, in this case limitations do exist; the researcher has tried to keep limitations to a minor minimum however the above mentioned limitations were considered somewhat unavoidable and the positives were deemed to far outweigh any negatives or small risk of limitation, and it was decided to carry out conducting and completing the research project.
Summary of Results

Hypotheses One theorised that employees in Ireland’s retail industry would show overall high perceived levels of stress, overall low levels of job satisfaction and a significant difference in work-life conflict and life-work conflict, furthermore that work-life conflict would be substantially higher than that of life-work conflict.

The mean score resulting from the perceived stress scale of 29.02 may not be identified or interpreted perhaps concisely without comparison to future workers in other areas of employment. Similarly, the mean score recorded from the job satisfaction survey of 118.30 is inconclusive ranked within the ambivalent range, and perhaps may be more useful as a comparison in future studies rather than sufficient evidence in a stand-alone study.

However, the main area of hypotheses one’s research showed through descriptive statistics that work-life conflict with a mean of 4.24 far outweighed the 2.52 mean of life-work conflict. Therefore, the hypotheses can be accepted.
Hypotheses Two theorised that the demographic variable of gender would result in statistical significance in relation to one and perhaps all; job satisfaction, life satisfaction, perceived stress and wellbeing.

The use of a Mann Whitney test showed a statistical significance in work-life conflict and job satisfaction levels between male and female participants.

Male participants with a mean of 36.80 showed a significantly higher work-life conflict level than that of female participants with a mean of 32.83.

Female participants with a mean rank of 121.13 have a significantly higher job satisfaction level than that of male participants’ mean rank of 109.92, concurring with the study and findings of Clark, (1997).

No significant difference between male and female participants for the three other test variables of satisfaction with life, perceived stress and wellbeing was recorded.

Therefore the hypotheses can be accepted as gender has proved to be statistically significant in at least one of the psychometric variables tested.
It was theorised in Hypotheses Three that the demographic variable of age would reveal significant in relation to job satisfaction and/or perceived stress.

A Kruskal Wallis test was used to examine whether participants of different age categories showed no significance relating to job satisfaction.

However, analysis showed that there was a statistical significance recorded among age categories in the levels of perceived stress. 18 – 23 year olds (M = 42.96), 24 – 29 year olds (M = 63.09), 30 – 39 year olds (M = 41.79) and 40 – 49 year olds (M = 56.50).

Therefore the hypotheses can be accepted as age did play a significant role in levels of perceived stress.
Hypotheses Four suggested perceived levels of stress would have a negative correlation with job satisfaction, and/or that job satisfaction would have a positive correlation with life satisfaction.

Spearman Rank Order Correlation was used to test the hypotheses and examine the correlation or lack of, between all five psychometric variables.

The analysis revealed and significant positive relationship between job satisfaction and life satisfaction and also, between wellbeing and work-life balance, as previously examined and found by Chacko, 1983, and then again by Watanabe & Judge, 1993.

The result of the analysis also showed a statistically significant negative relationship between job satisfaction and work-life balance, life satisfaction and work-life balance and job satisfaction and wellbeing.

Perceived stress, one of the variables hypothesised to have a significant correlation, in fact did not prove to have a significant positive nor negative correlation with any of the other tested variables.

However, the hypotheses can be seen to be accepted in part, as the positive correlation between job satisfaction and life satisfaction was proven.
Hypotheses Five, finally, theorised that one if not all or more of the psychological variables of job satisfaction, life satisfaction, perceived stress and wellbeing would be significant predictors of work-life balance.

The result of the multiple regression analysis showed that the only variable to significantly predict work-life balance was that of job satisfaction ($\beta = -0.230$, $p = 0.029$).

The hypotheses could then be accepted as at least one and in fact only one variable, job satisfaction, was a significant predictor of work-life balance.
The author would recommend future research aim to study a larger sample population to increase validity, precision, accuracy and relevance.

As outlined in the limitation section of the study, despite the anonymity of the questionnaire, as many participants personally worked with the researcher or at least worked in the same organisation, they may have been reluctant to fully disclose the true and honest perception of feelings and opinions. Therefore the researcher would advise further and future studies to approach organisations and samples unknown to the researcher themselves.

Future research should perhaps strive for a more balanced representation of gender, to further increase the quality of the work.

In terms of further research, there are a number of other variables in which the author has recognised could not be included in this study due to the sheer magnitude, but has advised for the consideration of other researchers. Perhaps the research into the affect of shift and non-shift workers within the retail industry would be very relevant adding another dynamic element to the study. Coping mechanisms is another area of interest related to the variable of perceived stress and may warrant study within the retail sector of Ireland. Absenteeism may be another key area related to perceived stress and job satisfaction, even work-life balance and life satisfaction may produce interesting results.
Further research into other demographic variables may be warranted, such as the effect of family status (number of children), etc… could herald further analysis and results.

The biggest suggestion however for future research by the author, is the recommendation of studying different sectors in Ireland in order to really analyse the results in comparison to other employees in different areas. A comparison between public, private, retail sectors or specific occupations would definitely further enhance the quality and reputable validity of any future studies.
Conclusion

Based on the findings of this study, it may be summarised that employees working in Ireland’s retail industry will have, or at least perceive to have, higher levels and instances of work-life conflict than life-work conflict. Weekend and late-night opening hours, among others, may play a large role in the encroaching of work-demands into the non-work domain.

It may be summarised that male employees within the retail industry have a higher level of work-life balance than female participants, possibly due to the higher number of men in managerial and executive positions. Female participants have shown to have a higher job satisfaction than that of men.

This research has concluded with evidence, that age significantly affects levels of perceived stress with those between the ages of 24 and 29 years old and 40 and 49 years old showing the highest levels of perceived stress.

Job satisfaction has been concluded as having a positive correlation with life satisfaction, while job satisfaction has also been concluded as a significant predictor of work-life balance.
In conclusion, this study hopes to have revealed the importance of employment, the workplace, workplace stressors and many variables in the production of perceived stress, the determining affects of job satisfaction and life satisfaction, the prediction of work-life balance and the maintaining of wellbeing, the role and relationship or lack of between each of these variables, and the role played by demographic variables of gender and age.

Employment has been emphasised in this study as a hugely large part of an individual’s life, most simplistic in terms of time consumption, but more importantly as a source of stress, a determinant of job and life satisfaction, the balance of work and life conflicts and as a factor in general health and wellbeing of individuals.

Despite the limitations recognised and outlined by the researcher, this research contains much strength and there are implications for the results and findings of this study.

This study hopes to have fulfilled its aims, objectives and purpose in recognising and understanding previous work and findings, developing on previous research, adding to previous findings and most importantly standing to improve and affect the work and study of future researchers, results and analysis in this valued and understudied specific area of work.
References


Cooper, C.L., Quick, J., Schabracq, M.J. (Eds.), International handbook of work and health psychology (3rd ed.) (pp. 173-195). Wiley-Blackwell


Dear Participant,

My name is Christine O’Leary and I am a final year student of BA (Hons) Psychology at Dublin Business School.

As part of my final year studies, I am investigating the effects the retail industry has on various variables and work attitudes of employees, and the possible bearing of demographic variables.

I would greatly appreciate your honest contribution to this study and so I am inviting you to take part in answering and completing the following questionnaire.

The questionnaire should take you approximately 10-15 minutes to complete. The questionnaire is anonymous and the data collected will be treated with the highest levels of sensitivity and professionalism in a private and confidential manner. Participation is completely voluntary and you are not obliged to take part.

If you may wish to withdraw from the study at any stage prior to completion and submission of this questionnaire you may do so freely and simply. Please be fully aware, understand and respect that due to the anonymity of the study and questionnaire, that once a questionnaire has been submitted – it will not be possible to withdraw.

Although I ask that the questionnaire please be completed in full, you may leave any item you wish blank. If any difficult feelings arise from your participation please find contact information for subsequent support services included on the final page which you are welcome to keep.

Data collected may be used in further publications, research projects or presentations however the identities of any and all participants will not be possible. The electronic copy questionnaires will be stored, just until the project is awarded a definite grade, on a secure password-protected personal computer and the paper copies stored in a secure, safe locked file which only I will have access.

It is of prime importance that you understand by completing and submitting the questionnaire that you give knowing consent to participate in this study and confirm to be over the age of 18 years old.

If you may have any questions or for any further information, please do not hesitate to contact me personally on Tel: or E-mail:

Thank you for taking the time to participate in my study by completing this questionnaire, your patient participation is most valuable to my studies and is very much greatly appreciated. Link to online completion of questionnaire:

Sincerely and with kind regards,
Christine O’Leary.
**Demographic Variables**

Please place a tick or select the category or answer which truthfully relates or describes you and your situation best.

**Gender:**
- Male
- Female

**Marital Status:**
- Single
- Partnership
- Married
- Divorced
- Widowed

**Age (in years):**
- 18-23
- 24-29
- 30-39
- 40-49
- 50+

**Years of work in retail:**
- 0-1
- 1-3
- 3-5
- 5-9
- 10-14
- 15-19
- 20+

**Number of Weekly Hours Worked:**
- 0-9
- 10-19
- 20-29
- 30-39
- 40+
# Job Satisfaction

Please circle the one number for each statement that comes closest to reflecting your opinion about that statement.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>DISAGREE V. MUCH</th>
<th>DISAGREE MODERATELY</th>
<th>DISAGREE SLIGHTLY</th>
<th>AGREE SLIGHTLY</th>
<th>AGREE MODERATELY</th>
<th>AGREE V. MUCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I feel I am being paid a fair amount for the work I do.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>There is really too little chance for promotion in my job.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>My supervisor is quite competent in doing his/her job.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>I am not satisfied with the benefits I receive.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>5</td>
<td>When I do a good job, I receive the recognition I should.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>6</td>
<td>Many of our rules make doing a good job difficult.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>I like the people I work with.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>8</td>
<td>I sometimes feel my job is meaningless.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>9</td>
<td>Communications seem good within this organisation.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>10</td>
<td>Raises are too few and far between.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>11</td>
<td>Those who do a job well stand a fair chance of being promoted.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>12</td>
<td>My supervisor is unfair to me.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>The benefits we receive are as good as most organisations offer.</td>
<td></td>
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</tr>
<tr>
<td>13</td>
<td>The benefits we receive are as good as most organisations offer.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>14</td>
<td>I do not feel that the work I do is appreciated.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>15</td>
<td>My efforts to do a good job are seldom blocked by red tape.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>16</td>
<td>I have to work harder because of the incompetence of others.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>17</td>
<td>I like doing the things I do at work.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>18</td>
<td>The goals of this organisation are not clear to me.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>19</td>
<td>I feel unappreciated when I think about what I am paid.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>20</td>
<td>People get ahead as fast here as they do in other places.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>21</td>
<td>My supervisor shows too little interest in subordinates’ feelings.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>22</td>
<td>The benefit package we have is equitable.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>23</td>
<td>There are few rewards for those who work here.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>24</td>
<td>I have too much to do at work.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>25</td>
<td>I enjoy my co-workers.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>26</td>
<td>I often feel I don’t know what is going on with the organisation.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>27</td>
<td>I feel a sense of pride in doing my job.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>28</td>
<td>I feel satisfied with my chances for salary increases.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>29</td>
<td>There are benefits we do not have which we should have.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>30</td>
<td>I like my supervisor.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>31</td>
<td>I have too much paperwork.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>32</td>
<td>I don’t feel my efforts are rewarded the way they should be.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>33</td>
<td>I am satisfied with my chances for promotion.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>34</td>
<td>There is too much bickering and fighting at work.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>35</td>
<td>My job is enjoyable.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>36</td>
<td>Work assignments are not fully explained.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>
Life Satisfaction

Below are five statements that you may agree or disagree with. Using the 1 - 7 scale below, indicate your level of agreement with each statement by placing the appropriate number on the line preceding that item. Please be open and honest in responding.

1  I STRONGLY DISAGREE
2  I DISAGREE
3  I SLIGHTLY DISAGREE
4  I NEITHER AGREE NOR DISAGREE
5  I SLIGHTLY AGREE
6  I AGREE
7  I STRONGLY AGREE

37. _____ In most ways my life is close to my ideal.

38. _____ The conditions of my life are excellent.

39. _____ I am satisfied with my life.

40. _____ So far I have gotten the important things I want in life.

41. _____ If I could live my life over, I would change almost nothing.
**Work-Life and Life-Work Conflict**

For each of the following ten statements, please select the most appropriate answer from options 1 — 7 which best indicates the truth of each statement in your life:

Options:

1. **Strongly Disagree**
2. **Disagree**
3. **Disagree Slightly**
4. **Neither Agree or Disagree**
5. **Agree Slightly**
6. **Agree**
7. **Strongly Agree**

42. The demands of my work interfere with my life away from work.
43. The amount of time my job takes up makes it difficult to fulfill other interests.
44. Things I want to do at home do not get done because of the demands of my job.
45. My job produces strain that makes it difficult to fulfill other roles and duties.
46. Due to work, I have to make changes to my plans for activities away from work.

47. The demands of my personal life interfere with work-related duties.
48. I have to put off doing things at work because of demands on my time outside work.
49. Things I want to do at work don’t get done due to the demands of my life outside work.
50. My home life interferes with my responsibilities at work.
51. Personal life strains interfere with my ability to perform work-related duties.
**Perceived Stress:**

**Please circle the one number that comes closest to reflecting the frequency, in the last month, of each statement.**

|   | \(52\) Have you been upset by something happening unexpectedly. | \(53\) Have you been unable to control important things in life. | \(54\) Have you felt nervous and stressed. | \(55\) Have you successfully dealt with irritating life hassles. | \(56\) Have you effectively coped with important changes in life. | \(57\) Have you felt confident & able to handle personal problems. | \(58\) Have you felt things were going your way. | \(59\) Have you found you couldn’t cope with all you had to do. | \(60\) Have you been able to control irritations in your life. | \(61\) Have you felt you were on top of things. | \(62\) Have you been angered by happenings outside your control. | \(63\) Have you thought about things that you have to accomplish. | \(64\) Have you been able to control the way you spend your time. | \(65\) Have you felt difficulties piling up that you couldn’t overcome. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
|   | **NEVER** | **ALMOST NEVER** | **SOMETIMES** | **FAIRLY OFTEN** | **VERY OFTEN** |   |   |   |   |   |   |   |   |   |
| 52 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |
| 53 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 54 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 55 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 56 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 57 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 58 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 59 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 60 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 61 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 62 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 63 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 64 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
| 65 | O | 1 | 2 | 3 | 4 |   |   |   |   |   |   |   |   |   |   |   |
**General Health and WellBeing**

Please circle the one answer which comes closest to reflecting your opinion.

**Have you recently: (in the last month)**

<table>
<thead>
<tr>
<th>Question</th>
<th>Better than usual</th>
<th>Same as usual</th>
<th>Less than usual</th>
<th>Much less than usual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Been able to concentrate on what you're doing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lost much sleep over worry</td>
<td>Not at all</td>
<td>No more than usual</td>
<td>Rather more than usual</td>
<td>Much more than usual</td>
</tr>
<tr>
<td>Felt you are playing a useful part in things</td>
<td>More so than usual</td>
<td>Same as usual</td>
<td>Less useful than usual</td>
<td>Much less useful</td>
</tr>
<tr>
<td>Felt capable of making decisions</td>
<td>More so than usual</td>
<td>Same as usual</td>
<td>Less so than usual</td>
<td>Much less capable</td>
</tr>
<tr>
<td>Felt constantly under strain</td>
<td>Not at all</td>
<td>No more than usual</td>
<td>Rather more than usual</td>
<td>Much more than usual</td>
</tr>
<tr>
<td>Felt you couldn’t overcome difficulties</td>
<td>Not at all</td>
<td>No more than usual</td>
<td>Rather more than usual</td>
<td>Much more than usual</td>
</tr>
<tr>
<td>Been able to enjoy your normal day-to-day activities</td>
<td>More so than usual</td>
<td>Same as usual</td>
<td>Less so than usual</td>
<td>Much less than usual</td>
</tr>
<tr>
<td>Been able to face up to your problems</td>
<td>More so than usual</td>
<td>Same as usual</td>
<td>Less able than usual</td>
<td>Much less able than usual</td>
</tr>
<tr>
<td>Been feeling unhappy and depressed</td>
<td>Not at all</td>
<td>No more than usual</td>
<td>Rather more than usual</td>
<td>Much more than usual</td>
</tr>
<tr>
<td>Been losing confidence in yourself</td>
<td>Not at all</td>
<td>No more than usual</td>
<td>Rather more than usual</td>
<td>Much more than usual</td>
</tr>
<tr>
<td>Been thinking of yourself as a worthless person</td>
<td>Not at all</td>
<td>No more than usual</td>
<td>Less able than usual</td>
<td>Much less able than usual</td>
</tr>
<tr>
<td>Been feeling reasonably happy.</td>
<td>More so than usual</td>
<td>About same as usual</td>
<td>Less so than usual</td>
<td>Much less than usual</td>
</tr>
</tbody>
</table>
Your submission is now complete and your participation and effort are all greatly appreciated.

Thank you kindly for your time and patience.

If you have been affected by any questions or topics in this questionnaire, AWARE (Tel: 016617211) and/or SAMARITANS (Tel: 018727700) may be able to help.

Best wishes and kindest regards,

Christine O’Leary.