



Title: Comparing Levels of Job Stress and Job Satisfaction Between Contrasting Job-types

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Abstract

The purpose of this study was to examine the impact that profession and job satisfaction has on stress between two different professions (pilot vs retail) and to see if there was a difference in job satisfaction between the two professions (pilots vs retail). 93 participants partook in this study (Males: n = 46; Females: n = 45; Prefer not to say: n = 2). The following two questionnaires were administered: The 'General Work Stress Scale' (deBruin,2005), This helped to measure how stressed an individual felt about his or her work. The second questionnaire was the 'Job Satisfaction Survey' this was used to evaluate nine dimensions of job satisfaction which include Pay, Promotion, Supervision, Fringe Benefits, Contingent Rewards, Operating Procedures, Co-workers, Nature of Work and Communication. (Spector,1994). The findings in this study suggest there is no differences between the two groups (Pilot vs Retail) on the outcome of stress. However, there was a significant main effect for job satisfaction meaning certain job satisfaction variables had an impact on stress. There was also no difference in job satisfaction between pilots and retail workers. Results suggest indicate there needs to be further studies which may want to address different job type on the outcome of stress. Findings from this study indicate the different job satisfaction variables such as pay and promotion which can impact stress negatively. Study implications and future studies are discussed.

Table of Contents

Introduction	2
Methods	10
Results	13
Discussion.....	16
References	22
Appendices	27
Appendix A	27
Appendix B.....	28
Appendix C.....	29
Appendix D	30
Appendix E.....	31
Appendix F	31

Introduction

The negative impact of stress from work on the wellbeing of individual has been researched throughout history (Sonnetag, 2001). 160 million work related disorders occur world-wide; This can range from different diseases including cardiovascular, cancer and even mental illnesses (Speilberger & Reheiser, 2005). It has been mentioned by the World Health Organisation (WHO) that occupational health and wellbeing of employees are crucial for productivity and importance for sustainable development. (WHO, 2000, p.2).

The aim of this literature review is to examine the current research regarding levels of job stress and job satisfaction between two different careers. Job stress and job satisfaction are crucial factors which can help monitor individuals needs and happiness in relation to their job. (Wright, Cropanzano, & Bonett, 2007). This can also show how content and secure that individual feels with their chosen career. Job stress can lead to burnout (Clarke & Goetz, 1996). It is known that the effective management of motivation and skill of human services is important as an employer helps the employee change and grow; Organisational burnout is defined as the psychological stress when there is a perceived imbalance between demands and resources in a work place (Cherniss, 1980). The current study will examine variables that contribute to job stress and job satisfaction, factors such as burnout, pay and work schedules. Many different job-types can expose their employees to differing levels of job satisfaction, stress and job security. There are many different levels that contribute to these factors, with regards to job stress; working conditions, heavy workload and job insecurity can all be a contributor to job stress, this can vary from profession to profession (Tennant, 2001). High strain jobs can be predicted to lower job satisfaction (Decker & Borgen, 1993). The variables of job satisfaction and stress will be considered in contrasting job-types; (Pilots vs Retail), These two job-types are a reliable example of two distinct careers. Both jobs differ significantly in terms of

pay, education levels, job security, skills and abilities; the aim therefore is to determine if such differences between careers in terms of potentially influential factors can impact outcomes on measures of job stress and satisfaction.

Job Security

Low levels of job security can be a stressor that impacts a number of employees in many types of careers (Smithson, Lewis, 2000). It can cause an individual to fear the possibility of potentially losing his/her job due to being let go by the organisation. In one study, job insecurity and negative/positive affectivity both had a significant effect on burnout and work engagement (Bosman, Rothmann, & Buitendach, 2005). It has been highlighted that job insecurity can impact an individual's physical and mental well-being. (Paugam & Zhou, 2007). Individuals who complain about health problems, experience mental distress and also suffer from work-life balance problems have increased levels of job insecurity (Jick, 1985). Durkheim argued the value of job security for social integration; without work it ruptures the social ties and marginalization (Dohrenwend, 1959).

Job insecurity in retail has been explored by comparing it to manufacturing (James, 2003). Findings show the levels of security were lowest in retail and highest in manufacturing. The types of insecurity described by all participants included post, employer and labour market insecurity (CharlesJames, 2003). This study is important as it compares two different job types, by doing this it gives an insight into the differences a particular job can impact an individuals level of security. Job characteristics and outcomes were identified and explored on a number of airline and USAF (fighter) pilots. Job security for airline and fighter pilots had a significance score of .000 for job security, (Rosenbach, & Gregory 1982). This implies that there is a high significance between job security and

the profession of pilots. This indicates that a pilot's job may be favourable choice career for many individuals who long to feel secure in their job.

A study which explored full-time employees who worked with temporary staff found the individuals who had high job security had a positive relationship between benefit perceptions and performance and those individuals with low job security had a negative relationship between perceptions and performance. (Kraimer, Wayne, Liden, & Sparrowe, 2005). These findings show how the importance of feeling secure in your job can impact your attitude towards the job. It seems that the individuals who had low job security have less motivation towards their job, this can potentially lead the individual to have a higher sense of job stress than the more secure individuals.

Job Stress

The more demanding the work is, the more pressure there will be, thus leading to a higher output and satisfaction with work; however, there is a point where it can have reversed negative effects including low efficiency, job satisfaction and performance; this is supported by prior research that long term excessive stress can lead to very extreme health problems (Teasdale, 2006). According to a study which analysed work stress and job performance on a number of individuals it was discovered that with women, shift, part timers are more likely to have the high-strain jobs. They evaluated their jobs to be physically demanding and not satisfying. It was also found that low incomes and low levels of education were correlated with high stress levels (Bickford, 2005).

Literature which evaluates stress within the retail industry of retail managers described the factors which can cause stress, these including new technological developments, quantitative work overload, staff shortages, customer demands and attitudes. (Broadbridge, 2002). Factors which cause these stressors are dealt within the workplace. In retail, customer attitudes and demands have to be dealt with efficiently and

by a member of staff. If the staff aren't trained properly to deal with situations that occur from customer attitude and demands this kind of pressure may cause stressful responses.

When exploring the unpredictability of hours from a study it found that job insecurity low wages and also having to have multiple jobs to earn a living wage contributes to stress. It also caused problems at the work place such as absenteeism and high turn-over of staff (Zeytinoglu, Lillevik, Seaton, & Moruz, 2004). These findings are relevant for employees in retail as this can be a big issue however, when comparing it to a high-skilled, better paid and long-term employment positions such as pilots as they may not have these stress factors impacting them. In a similar study which delves into the unpredictable work schedules of those working in low skilled retail jobs found that unpredictability is related to general work-life conflict, strain-based conflict and time-based conflict, which were all measured by employee stress of those working in retail jobs (Henly, & Lambert, 2014).

A pilot is regarded as a highly skilled occupation; Pilots are constantly under a great deal of pressure not only in abnormal situations but in everyday operations as they are constantly trying to meet the timeline schedule of the airline (Harris,2017). Pilots can also feel the pressure of domestic stress which can then influence work stress. The literature suggests that this can indirectly affect a pilots perceptions from their flying performance (Fiedler, Rocco, Scroeder, & Nguyen, 2000). Burnout from any type of job can be regarded as a stressful work factor. Burnout can be described as an individual that has received prolonged excessive stress which eventually leaves that person with no choice for not being able to meet the demands of their job (Maslach, Schaufeli, & Leiter, 2001).When exploring the relationship between burnout, job stress and productivity within a group of pilots, there was a significant relationship between productivity and job stress and burnout with productivity (Rasoli, 2012). A group of 442 airline pilots were recruited

to assess job and domestic stress, life events and coping strategies against their job dissatisfaction, mental health and their performance. Results show that self-perceived poor performance was associated with factors consistent with the job which included fatigue, performance checks insufficient flying time. Their level of job dissatisfaction was predicted by the little job opportunities given, along with the poor organisational morale and the climate along with domestic stressors. The mental health factors were associated with very little autonomy at work, fatigue and flying patters (Cooper & Sloan,1985). These studies are relevant, as they show the responsibilities pilots have while highlighting the importance of further research which assesses the pressure and stress that pilots are under everyday due to the duties of their job.

Job Satisfaction

Job satisfaction is a widely researched topic (Judge & Klinger, 2008).The topic of interest that has been questioned time and time again is whether job satisfaction can influence employee performance. The concept as a whole is very complex. Job satisfaction is related to an individual's sense of achievement in relation to their chosen career. Job satisfaction is the key ingredient that can produce recognition within a business, promotion, and achieving difficult goals that leads to fulfilment in an individual's abilities (Kaliski, 2007). In a recent study looking at which factors influence job satisfaction it was concluded that the influence of pay, promotion, job safety and also working conditions can all affect job satisfaction and employee performance. This finding is important as it highlights that these factors may potentially vary between two different career types, such as a pilot or and individual in retail. (Khan, Nawaz, Aleem, & Hamed, 2011). In a study similar on job satisfaction it was found that work colleagues, working conditions and workload were each positively correlated to job satisfaction (Roelen, Koopmans, & Groothoff, 2008). Working conditions was mentioned twice from each study suggesting it

has a powerful influence on job satisfaction. It is important for businesses to have good working conditions as it can increase employees job satisfaction. However, a study which explores the importance of job dimensions explored the findings that achievement, responsibility, and recognition are deemed to be more important for job satisfaction and dissatisfaction in comparison to working conditions, policies practices and also security (Dunnette, Campbell, & Hakel, 1967). In comparison to the other literature this is a much older finding from an earlier date. Perhaps people's views on what influences job satisfaction has changed since the evidence of more recent studies which puts more of an emphasis on working conditions.

Literature which explored job satisfaction on those who are in the sales industry looked at the factors of anxiety-stress and performance on organisational structure. It was found that in flat organisations they achieve more satisfaction to self-actualisation and autonomy and also have lower amounts of anxiety-stress. In this study it also mentions that they perform more efficiently than sales people in medium and taller organisations. (Ivancevich, Donnelly, 1975). Research done on those working in retail found that the job dimensions which included: Skill variety, task identity, task significance, autonomy and feedback from the job, were significantly correlated with overall job satisfaction. (Anderson, 1984).

There has been numerous research, showing that job satisfaction is a key factor in service quality improvement. When an employee is satisfied with their job they will achieve higher levels of customer satisfaction (Fecikova, 2004). A study was carried out on a service industry from a higher education sector explored how job satisfaction has an impact on customers view of service quality. The results found that job satisfaction could potentially have an effect on the quality of service. (Snipes, Oswald, LaTour, & Aemenakis, 2005). Similar results were found when looking at the factors that motivate

staff in retail. Hygiene factors were the most significant factors in relation to job satisfaction. Working conditions were then mentioned to be the most important factor when motivating staff in the business. Other factors that were also important motivating factors are as follows, recognition, company policy and salary (Tan, & Waheed, 2011).

A study which involved 704 south African pilots found there were significant differences in job satisfaction in-regards to the pilots flying duty, operation, licence and level of command. These results suggest in relation to the example of level of command which relates to the different responsibilities of each pilot; which includes the first officer and the caption, the caption is superior to the first officer as he is the one in charge. It can also be suggested that the caption would receive higher earnings than the first officer would. This potentially showing another sub link between job satisfaction and pay between pilots. (Hoole, & Vermeulen, 2003). When looking at the predictions of job satisfaction among pilots on their coping skills, it was found that emotional inhibition of the coping skills could in fact predict the job satisfaction of the pilots (Kohantorabi, & Abolmaali, 2014). Similarly, when looking at job satisfaction among a range of pilots, the factor of satisfaction was analysed with its predictors. It shows how the negative physical and social consequences are important to existing studies such as stressful working conditions, unsocial work-hours irregular work partterns, and also family strains. Nevertheless, it is not the most important factor when analysing job satisfaction. Job satisfaction is an indicator in relation to how much pressure and stress pilots can deal with. Despite the factors that affect a pilot such as straining work hours which can cause reduction in their quality of life, they do not regret their choice of career (Andresen, Domsch, & Cascorbi, 2007). However when comparing this to an individual who is in a lower skilled and lower payed job such as retail it would be thought that their choice of career could potentially be a regret. It is known that the amount of pay between the two

different job types differs immensely potentially causing this regret and difference to occur. Factors to help improve this can include altering the straining work hours, improving working conditions and an appropriate payment (Andresen, Domsch, & Cascorbi, 2007).

Overview of the Literature

After reviewing the above literature, the importance of job satisfaction and the negative effects of work-related stress that can impact an individual is evident. The selected occupations differ in their levels of stress and job satisfaction but it is unclear what the nature of the differences are and if they are influenced by factors such as job security, education levels, or overall skills and abilities. Overall there seems to be similarities between the two professions in job satisfaction as factors such as pay and working conditions affect both. However, the two career-types differ in stress as they require different expectations from their employers. Although there is a broad literature base examining job stress and satisfaction overall (Lambert, Hogan, & Griffin, 2007) No studies have directly compared two specific career-types that contrast on factors including security, education and skills, to determine if such factors may play a role in the stress and satisfaction outcomes.

The Current Study

The aim of the current study therefore, is to examine if there is a difference in levels of job stress and job satisfaction between two different professions (Pilots vs Retail). It also aims to explore the differences in job satisfaction between the two groups on the outcome of job satisfaction. Based on the current literature, we hypothesise that there will be a difference in levels of job stress and job satisfaction between two different professions and secondly there is a difference between two different professions (Pilots vs Retail) on the outcome of job satisfaction.

Methods

Participants

Convenient sampling was the method chosen to recruit participants for this survey. This sampling method was used because of the accessibility to reach participants. The participants that were recruited for the study include pilots from an Irish airline called City jet, and those working in the retail sector in Dublin. The study consisted of 93 participants (Males: $n = 46$; Females: $n = 45$; Prefer not to say: $n = 2$) (table 2) Participants age ranged from 18 to 60 years, with the average age being 32 (SD - 12.19).

Measures

Two questionnaires were administered to the sample of participants. The first questionnaire is called the 'General Work Stress Scale' (deBruin, 2005) (see Appendix A) This is a measure of subjectively experienced stressful work events. The participants were required to respond to the items on the five-point Likert scale labelled as 1 = Never, 2 = Rarely, 3 = Sometimes, 4 = Often, 5 = Always. A sample item in the questionnaire includes "Do you get so stressed at work that you want to quit?" The Cronbachs alpha is as follows; = .89 and .88. (De Bruin, 2006). The cronbachs alpha from current sample = .97. High scores from the questionnaire indicate the participant is stressed from work.

The second questionnaire is called the 'Job Satisfaction Survey' It is a 36 item, nine facet scale, used to evaluate nine dimensions of job satisfaction which include Pay, Promotion, Supervision, Fringe Benefits, Contingent Rewards, Operating Procedures, Co-workers, Nature of Work and Communication. (Spector, 1994) (see Appendix B) The participants responded to one of the six choices per item which ranges from Disagree very much to Agree very much. The items are written in both directions so nearly half were reverse scored. The Cronbachs alpha; .91. The questionnaire took on average 5 minutes to complete. The questionnaires were administered online via email and social media.

Demographic questions were asked about the participants age, gender and marital status. Demographic questions were also administered to the participants before the questionnaires took place to gain an insight into each of the participants age, marital status and profession.

Design

The design used in this study was the quantitative method. It is a between groups design. The study is cross-sectional as it will allow me to look at a number of characteristics at once and will provide me with information on the current population of retail employees and pilots. For hypothesis 1 which states there will be a difference in levels of job stress and job satisfaction between two different professions (Pilots vs Retail), the two independent variables are as follows: profession and job satisfaction subscales. The dependent variable is stress. The second hypothesis states there is a difference between two different professions (Pilots vs Retail) on the outcome of job satisfaction. The independent variable for this hypothesis is profession and the dependent variable is job satisfaction total.

Procedure

Questionnaires were sent out via email to Pilots from 'CityJet' airline. Questionnaires were also distributed on a range of social media platforms such as Instagram and Facebook to gain access to retail participants and Pilots. All participants were required to read the information sheet provided for them which outlined what the study is about and what taking part involves. (see Appendix C) There is a consent form at the start of the first questionnaire which each participant had to tick if they agreed to voluntarily take part in the study (see Appendix D). They were also asked three demographic questions at the start of the questionnaire which asked the participant about their gender, age and marital status. The first questionnaire that the participants completed was called the 'General Work Stress Scale' (deBruin, 2005). following this questionnaire

was the 'Job Satisfaction Survey' (Spector, 1994). The questionnaire took on average five minutes to complete.

Ethical Considerations

The NCI ethical guidelines were followed to ensure all ethical considerations were put in place. There was no physical risk to the participants. The participants who partook in this study will have already given informed consent to use their results in this study. Their names were not released as they were all anonymous, this kept their identity safe in this study. The questionnaire is straight forward and didn't have many major stressful questions on it that could cause harm to participants.

Results**Descriptives**

Table 1 (for displaying information regarding categorical variables)

Frequencies for the current sample of pilots and retail staff on each demographic variable (N = 93)

Variable	Frequency	Valid Percentage
Gender		
Male	46	67.7
Female	45	32.3
Prefer not to say	2	2.2
Job		
Pilot	48	51.6
Sales Assistant	45	48.4
Marital Status		
Married	32	34.4
Single	48	51.6
Boyfriend/Girlfriend	13	14

Table 2 (Presenting descriptive statistics for continuous variables)
 Descriptive statistics and reliability of all continuous variables

	Mean	Minimum	Maximum	SD	Range
Age	32	18	60	12.19	42
JSS Total	130.65	76	204	29.04	128
Stress Total	20.60	9	43	7.71	34
Pay	11.45	4	23	5.20	19
Promotion	12.77	4	24	4.84	20
Supervision	17.03	6	24	5.04	18
Fringe Benefits	11.78	4	23	4.87	19
Contingent	12.54	4	24	5.16	20
Rewards					
Operating- Conditions	14.73	5	24	3.79	19
Co-workers	18.43	6	24	3.39	18
Nature of work	18.06	8	24	4.60	16
Communication	13.61	5	24	4.58	19

Inferential Statistics

Preliminary analysis indicated that the data did not violate any of the assumptions of normality or homogeneity of variances. A 2 x 9 mixed ANOVA was conducted in order to examine the impact of profession and job satisfaction on the outcome of stress. The between participant independent variable was profession (2 levels, Retail N = 45 and Pilot N = 48); the within participant independent variable was job satisfaction (9 levels, one for each of the subscales of the JSS), and the DV was stress. The results from Mauchly's test for sphericity for the repeated measures variable indicates that the data do not violate the

sphericity assumption ($W = .317 \times^2 (35) = 100.1$, $p > .05$), therefore, the F-values for the main effect of job satisfaction and its interaction with profession do not need to be corrected for violations of sphericity. There was no significant main effect for profession, $F(1, 90) = .944$, $p = .334$. This indicates that there is no difference between the two groups on the outcome of stress. There was a significant main effect for job satisfaction ($8,72 = 55.41$, $p < .001$); post hoc (pairwise) comparisons indicated that for job satisfaction, all of the subscales differed significantly from one another (all p 's $> .005$); except the following (no difference between subscales pay and fringe benefits, promotion and contingent rewards, promotion and communication, and supervision and co-workers). This indicates that various factors associated with job satisfaction influence stress outcomes. There was also a significant interaction effect between job satisfaction and profession ($8,73 = 4.34$, $p < .001$). This indicated that the two types of professions (pilot and retail) each had a significant effect in relation to job satisfaction.

Table 3 (2 x 9 ANOVA table)

Predictor	<i>df</i>	Mean Square	<i>F</i>	<i>p</i>
Job S.F	8	667.380	55.41	.000
Profession	1	88.54	.944	.334
Job S.F* profession	8	52.210	4.335	.000

An independent-samples t-test was conducted to examine differences between two different professions (Pilots vs Retail) on the outcome of job satisfaction. There were no significant difference between the groups (Pilot: $M=133.5$ $SD=30.11$; Retail: $M=127.66$, $SD=27.90$) on job satisfaction, $t(90)=.97$, $p = .334$. (Cohen's $d = .2$) was small.

Discussion

The aim of this study was to examine the impact that profession and job-satisfaction has on stress. It also aimed to explore the differences between the professions on the outcome of job satisfaction. The findings in this study suggest there are no differences between the two groups (Pilot vs Retail) on the outcome of stress. However, there was a significant main effect for job satisfaction as the post hoc comparisons indicated that for job satisfaction, all of the subscales differed significantly from one another except the following (no difference between subscales pay and fringe benefits, promotion and contingent rewards, promotion and communication, and supervision and co-workers). This indicates that there is a significant difference between all the other subscales on the outcome of stress, these including the following nine factors; Pay, promotion, supervision, fringe benefits, contingent rewards, operating conditions, co-workers, nature of work and communication.

Contradictory to the hypothesis which stated there will be a difference in levels of job stress and job satisfaction between two different professions, findings show no difference between the two groups (Pilots vs Retail) on stress. It has been shown through previous literature that the type of job you have can severely impact your stress levels even to the point of illness (Teasdale, 2006). Literature looking at retail employees and their stress levels focus on factors which relate to stress within certain areas of the job such as work schedules, low wages and staff shortages. (Zeytinoglu, Lillevik, Seaton, & Moruz, 2004). These factors have been linked within a few studies as being predominant issue that leads employees within retail area to feel stressed within their job. When comparing a pilots' stress to retail there is clear differences in what stressors the pilots feel. There is a relationship between burnout and productivity within pilots (Rasoli, 2012). Burnout is consistently seen as a major stressor within organisation as it is viewed as a prolonged

period of stress and frustration which eventually leads to emotional and physical exhaustion. The literature is showing different types of stressors that affect each profession, however from the current study they both seem to suffer the same amount of stress as one another. Previous literature has shown that stress has a negative effect on job satisfaction but if employees are receiving a higher income of pay it can reduce the negative effects of stress (Danish, Shahid, Aslam & Ali, 2015). Further research is required to delve deeper into the kind of stressors that impact an individual the most on both type of professions.

The second part of the hypothesis aimed to examine if there was an interaction between job type and job satisfaction on stress. There was no significant interaction effect but there was a main effect for the JSS subscales, which meant that there was a significant effect of the different factors associated with job satisfaction on stress. For example; supervision and pay on levels of stress. Literature has previously explored the effect of both job stress and abusive supervision on turnover intention; there was a significant positive effect on these factors (Azeem, Humayon, & Ansari, 2017). This finding shows the crucial effect of abusive supervision on employees as it can cause a high amount of turnover of staff in organisations possibly due to stress, An individual may be happy with his/her pay however if they are not getting the correct supervision they deserve in the workplace such as abusive supervision that can affect employees' well-being and work performance, it may cause them to have to leave their job (Leonard, 1987). The importance of the proper supervision of staff in a business should be highlighted to organisations. If the supervisor of a business is able to harmonize all the demands from management, the work force and from their workers they are deemed to be correctly managing and supervising their staff correctly.

There was also a significant difference between communication and co-workers in terms of their effects stress. Interesting findings which explore the employees work relationships and communication with each-other suggests that co-workers try to disengage work relationships by encouraging peer exit (Cox, 1999). This could lead to employees at work expressing their frustration of stress to their work-peers which could result in encouraging them to leave their current position just to stop the stress from occurring. This is an area which needs to be looked at closely, if staff are stressed at work and are communicating this frustration with their peers and peers encouraging them to leave their position, there may be need for external bodies to come in to evaluate the stressors these individuals are facing. They should look at if the benefit of their job outweighs the risk of the stress they feel. Future studies may wish to look at the employees' relationships with their work peers and the relationship with stress and turnover on staff.

The second hypothesis stated that there would be a difference in job satisfaction between two different professions (Pilot vs Retail) However, there was no significant difference between the groups. This finding is surprising as the two jobs differ on many aspects of job satisfaction. Literature which explores the impact of job satisfaction has highlighted important factors which effect job satisfaction, these including: pay, promotion and working conditions (Khan, Nawaz, Aleem, & Hamed, 2011). These factors of job satisfaction have the ability to effect employee performance. Pay is a large contributor to job satisfaction in many types of jobs (Serrano, & Viera, 2005). A pilots' level of pay is regarded high, however in comparison to an individual in retail their pay is significantly lower. This is contradicting the hypothesis that was previously stated. This finding is different to research that has been previously reviewed (Green, & Heywood, 2008). The research has found that pay increases job satisfaction, however these two contrasting job

types differ in levels of pay yet they are the same in levels of job satisfaction. This could be due to individuals feeling they deserve the level of pay they receive. A retail job is regarded as less skilled profession in comparison to a pilots job. They may feel the pay they get is right for the particular jobs they carry out. A pilot however, is responsible for peoples life's, they may feel they deserve the amount of pay they receive. There is potential that it is not only about the level of pay that is a strong indicator of job satisfaction it may be to do with the type of job an individual has. Future studies may need to assess different job types on their level of job satisfaction. This would help indicate which job types people feel most satisfied with overall and help gain an understanding into the types of jobs which are most rewarding for people. It may also give us an insight into why people choose the jobs they do.

It is also thought that promotion between the two jobs would differ on levels of job satisfaction. An individual working in retail has the chance to work their way up the ladder from firstly being a sales assistant, to then being a key holder, supervisor, assistant manager to the main job of being a manager. However, being a pilot there seems less chance to work your way up through promotion, once an individual is a pilot that will be their job title forever. Future research need to address the impact promotion has on an individual's job satisfaction. If people are not excited about promotion within their job they may get bored and lazy with everyday tasks which could lead them searching for a more rewarding job elsewhere to satisfy their needs appropriately. It is important for businesses to recognise the need for promotion within a business as it could help create happy motivated workers.

There are a number of limitations to this study. The statistics calculator identified a sample size of 256 participants (survey Monkey,1999) However the current study had a sample size of 93 participants in total. This limited the study as with a broader sample size

there is potential for more significant results. However, by having an independent individual to administer the questionnaire at the pilot's work- email and by guaranteeing anonymity, it was believed it had lessened pilots' reluctance when filling out the questionnaire. Social media was also a very helpful platform to gather employees from the retail sector as these were gathered very efficiently.

Findings from a single study is hard to be generalized to the wider society. The two professions (Pilot vs Retail) were chosen because both differ strikingly, in terms of factors such as pay and qualification however, there are thousands of different jobs that also differ in these factors which could potentially show significant findings. This gives rise to potential studies that need to be assessed and looked into more detail in the future. The current study used the JSS scale but if another scale was used that was more sensitive to the results more significant findings may be generated, for this reason future studies may want to look at using different scales.

The broader implications of this research which could be important to the wider-society may want to look at the social impact that two different jobs types has on an individual. The minister for education Joe McHugh could make the younger generations more aware by helping them prepare for their future career. He could do this by creating a policy which is administered in schools which helps young people figure out which job type is best suited to them and their personality. This is a helpful policy as it may help a young person figure out what career is best suited to them and their levels of stress and job satisfaction. If this is followed it may create more happy satisfied workers in a job they love instead of a large amount of trial and error by trying out different career paths.

Conclusion

Although aspects of some of the findings in this study were not entirely in-line with the hypotheses stated, the findings that were found are important for future research.

There was no difference between these two professions (pilot vs retail) on the outcome of stress however that may differ with larger sample sizes or by using a different profession to measure these stressors. The study also highlighted the different factors associated with job satisfaction on stress. These factors such as pay, promotion are very important factors in any type of business. If steps are made which ensure people with the proper amount of pay and promotion it may lead to happy productive employees. This will benefit the businesses as a whole and produce less staff turnover.

It is important to assess different job types on their levels of stress, This will help to highlight the dangers and effects of stress that impact an individual. It is important to note that the impact of stress and its relationship with job type is important factor which needs to be further looked at as the effects of stress is known to cause many illness' to employees (Teasdale, 2006). If a job type is affecting their employees to the point of illness it needs to be assessed if the type of person in this job can deal with these stressors. If the person cannot handle the stress given in that job it is not the career for them; they should look at moving onto a different career which is better suited to them.

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Appendices

Appendix A

General Work Stress Scale

Gideon P. de Bruin & Nicola Taylor
University of Johannesburg
2005

INSTRUCTIONS

The purpose of the following questions is to examine how stressed you are at work. Please respond to the following questions by making a cross [x] over the number that best indicates your answer.

	Never 1	Rarely 2	Sometimes 3	Often 4	Always 5
1. Does work make you so stressed that you wish you had a different job?	1	2	3	4	5
2. Do you get so stressed at work that you want to quit?	1	2	3	4	5
3. Do you worry about having to wake up and go to work in the morning?	1	2	3	4	5
4. Do you find it difficult to sleep at night because you worry about your work?	1	2	3	4	5
5. Do you get so stressed at work that you forget to do important tasks?	1	2	3	4	5
6. Does work make you so stressed that you find it hard to concentrate on your tasks?	1	2	3	4	5
7. Do you spend a lot of time worrying about your work?	1	2	3	4	5
8. Do you feel like you cannot cope with your work anymore?	1	2	3	4	5
9. Does work make you so stressed that you lose your temper?	1	2	3	4	5

Appendix B

JOB SATISFACTION SURVEY Paul E. Spector Department of Psychology University of South Florida <small>Copyright Paul E. Spector 1994, All rights reserved.</small>		
PLEASE PUT AN X ON THE ONE NUMBER FOR EACH QUESTION THAT COMES CLOSEST TO REFLECTING YOUR OPINION ABOUT IT.		Disagree very much Disagree moderately Disagree slightly Agree slightly Agree moderately Agree very much
1	I feel I am being paid a fair amount for the work I do.	1 2 3 4 5 6
2	There is really too little chance for promotion on my job.	1 2 3 4 5 6
3	My supervisor is quite competent in doing his/her job.	1 2 3 4 5 6
4	I am not satisfied with the benefits I receive.	1 2 3 4 5 6
5	When I do a good job, I receive the recognition for it that I should receive.	1 2 3 4 5 6
6	Many of our rules and procedures make doing a good job difficult.	1 2 3 4 5 6
7	I like the people I work with.	1 2 3 4 5 6
8	I sometimes feel my job is meaningless.	1 2 3 4 5 6
9	Communications seem good within this organization.	1 2 3 4 5 6
10	Raises are too few and far between.	1 2 3 4 5 6
11	Those who do well on the job stand a fair chance of being promoted.	1 2 3 4 5 6
12	My supervisor is unfair to me.	1 2 3 4 5 6
13	The benefits we receive are as good as most other organizations offer.	1 2 3 4 5 6
14	I do not feel that the work I do is appreciated.	1 2 3 4 5 6
15	My efforts to do a good job are seldom blocked by red tape.	1 2 3 4 5 6
16	I find I have to work harder at my job because of the incompetence of people I work with.	1 2 3 4 5 6
17	I like doing the things I do at work.	1 2 3 4 5 6
18	The goals of this organization are not clear to me.	1 2 3 4 5 6

PLEASE CIRCLE THE ONE NUMBER FOR EACH QUESTION THAT COMES CLOSEST TO REFLECTING YOUR OPINION ABOUT IT.		Disagree very much Disagree moderately Disagree slightly Agree slightly Agree moderately Agree very much

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19	I feel unappreciated by the organization when I think about what they pay me.	1 2 3 4 5 6
20	People get ahead as fast here as they do in other places.	1 2 3 4 5 6
21	My supervisor shows too little interest in the feelings of subordinates.	1 2 3 4 5 6
22	The benefit package we have is equitable.	1 2 3 4 5 6
23	There are few rewards for those who work here.	1 2 3 4 5 6
24	I have too much to do at work.	1 2 3 4 5 6
25	I enjoy my coworkers.	1 2 3 4 5 6
26	I often feel that I do not know what is going on with the organization.	1 2 3 4 5 6
27	I feel a sense of pride in doing my job.	1 2 3 4 5 6
28	I feel satisfied with my chances for salary increases.	1 2 3 4 5 6
29	There are benefits we do not have which we should have.	1 2 3 4 5 6
30	I like my supervisor.	1 2 3 4 5 6
31	I have too much paperwork.	1 2 3 4 5 6
32	I don't feel my efforts are rewarded the way they should be.	1 2 3 4 5 6
33	I am satisfied with my chances for promotion.	1 2 3 4 5 6
34	There is too much bickering and fighting at work.	1 2 3 4 5 6
35	My job is enjoyable.	1 2 3 4 5 6
36	Work assignments are not fully explained.	1 2 3 4 5 6

Appendix C

Information sheet

TITLE: The effects of stress levels in pilots compared to non-pilots.

I would be delighted to invite you to take part in my research study. Please take time to read the information on the study carefully as it will outline what the study is about and what it would involve for you. My email will be given if there is any further questions regarding this study.

2. WHO I AM AND WHAT THIS STUDY IS ABOUT

My name is Faye Quigley, I am currently studying psychology in NCI and am doing a research proposal as part of my final year project. For this, the study I am comparing levels of job stress and job satisfaction between pilots and those working in the retail industry. There is little research comparing these jobs together. There is a gap in the literature here showing an area of interest that needs more attention.

3. TAKING PART INVOLVES:

This consent form will be sent out via email outlining all the rights that you the participant will have if you decide to take part in this study. Once the consent form is read and understood there will be a box to tick before the questionnaire which signifies your consent to this study, the box notes 'I agree to voluntarily take part in this study and I have read and agree with the information sheet'

The questionnaire will be begin after the participant ticks the consent box to start the study. There is no time limit on the questionnaire, but on average it will take about fifteen minutes.

4. WHY YOU HAVE BEEN ASKED TO TAKE PART:

I will need 128 pilots and 128 retail participants to be able to compare and contrast the stress levels and job satisfaction levels between them.

5. DO YOU HAVE TO TAKE PART?

No, you do not have to take part as part taking in this is completely voluntary but is much appreciated to further my studies of this topic. You also have the right to withdraw at any time.

6. RISKS AND BENEFITS:

A Benefit of this research may help inform pilots and retail workers of how stressed they can get from the job and help them pinpoint a certain cause of their stress. There will be no incentive for taking part in this study. No physical or psychological harm will be done on participants.

IS IT CONFIDENTIAL:

Confidentiality will be kept for all participants involved. Names will be coded into numbers to keep anonymity of the participants unless it is requested to share this information for the law. You have the right to withdraw from the study at any time.

IS INFORMATION GIVEN STORED AND PROTECTED?

The information given will be located on a safe file encrypted with a password. The information will be generated into a pool of data which will compare the stress levels between the pilots and retail workers.

CONTACT INFORMATION:

My email is as follows 'x17479464@student.ncirl.ie' If there is any further questions regarding the study feel free to send me an email.

Appendix D

Consent Form

Please tick the relevant boxes to proceed to the questionnaire

I agree to voluntarily take part in this study and I have read and agree with the information sheet

I am between 18-65 years of age

Appendix E

Demographic Questions

1. What age are you?
2. How long have you been employed for in your current job?
3. What is your highest qualification?
4. What gender are you?
5. What is your marital status?

Appendix F

Evidence of Data

Name	Type	Width	Decimals	Label	Values	Missing	Columns	Align	Measure	Role
Q1	Numeric	2	0	What age are y...	None	None	12	Right	Scale	Input
Q2	String	24	0	How long have...	None	None	24	Left	Nominal	Input
Q3	String	55	0	What is your h...	(1, Single...	None	55	Left	Nominal	Input
Q4	String	22	0	What is your ge...	(1, Male...	None	22	Left	Nominal	Input
Q5	String	27	0	What is your m...	(1, Never...	None	27	Left	Nominal	Input
Q6	String	62	0	What is your hi...	None	None	50	Left	Nominal	Input
Q7	Numeric	8	0	Does work ma...	(1, Never)	None	8	Right	Ordinal	Input
Q8	Numeric	8	0	Do you get so...	None	None	8	Right	Ordinal	Input
Q9	Numeric	8	0	Do you work a...	None	None	8	Right	Ordinal	Input
Q10	Numeric	8	0	Do you find it...	None	None	8	Right	Ordinal	Input
Q11	Numeric	8	0	Do you get to r...	None	None	8	Right	Ordinal	Input
Q12	Numeric	8	0	Does work ma...	None	None	8	Right	Ordinal	Input
Q13	Numeric	8	0	Do you spend a...	None	None	8	Right	Ordinal	Input
Q14	Numeric	8	0	Do you feel fr...	None	None	8	Right	Ordinal	Input
Q15	Numeric	8	0	Does work ma...	None	None	8	Right	Ordinal	Input
Q16	Numeric	8	2	Work Stress...	None	None	8	Right	Scale	Input
Q17	Numeric	33	0	I feel I am bet...	(1, Disagr...	None	33	Right	Ordinal	Input
Q18	Numeric	33	0	There is really...	(1, Agree...	None	33	Right	Ordinal	Input
Q19	Numeric	33	0	My supervisor i...	None	None	33	Right	Ordinal	Input
Q20	Numeric	33	0	I am not sure I...	None	None	33	Right	Ordinal	Input
Q21	Numeric	33	0	When I do a jo...	None	None	33	Right	Ordinal	Input
Q22	Numeric	33	0	Many of our col...	None	None	33	Right	Ordinal	Input
Q23	Numeric	33	0	I like the peop...	None	None	33	Right	Ordinal	Input
Q24	Numeric	33	0	I sometimes fe...	None	None	33	Right	Ordinal	Input
Q25	Numeric	33	0	Communicatio...	None	None	33	Right	Ordinal	Input
Q26	Numeric	33	0	Rules are not...	None	None	33	Right	Ordinal	Input
Q27	Numeric	33	0	Those who do...	None	None	33	Right	Ordinal	Input
Q28	Numeric	33	0	My supervisor i...	None	None	33	Right	Ordinal	Input
Q29	Numeric	33	0	The benefits of...	None	None	33	Right	Ordinal	Input

Levene's Test of Equality of Error Variances^a

		Levene Statistic	df1	df2	Sig.
Pay	Based on Mean	1.065	1	90	.305
	Based on Median	.671	1	90	.415
	Based on Median and with adjusted df	.671	1	88.993	.415
Promotion	Based on trimmed mean	1.831	1	90	.181
	Based on Mean	1.400	1	90	.240
	Based on Median	1.350	1	90	.248
Subdivision	Based on Median and with adjusted df	1.350	1	88.182	.248
	Based on trimmed mean	1.379	1	90	.243
	Based on Mean	.010	1	90	.922
FringeBenefits	Based on Median	.054	1	90	.818
	Based on Median and with adjusted df	.054	1	88.314	.818
	Based on trimmed mean	.021	1	90	.888
Companysize	Based on Mean	.999	1	90	.320
	Based on Median	.978	1	90	.325
	Based on Median and with adjusted df	.978	1	88.944	.325
OperatingConditions	Based on trimmed mean	.996	1	90	.321
	Based on Mean	.410	1	90	.524
	Based on Median	.603	1	90	.440
OperatingConditions	Based on Median and with adjusted df	.603	1	88.152	.440
	Based on trimmed mean	.427	1	90	.515
	Based on Mean	.783	1	90	.378
OperatingConditions	Based on Median	.786	1	90	.378
	Based on Median and with adjusted df	.788	1	90.000	.378
	Based on trimmed mean	.629	1	90	.365

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