

Investigating, Coping with Stress, Coping Mechanisms and Job satisfaction within the Irish
Workplace

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Philippians 4:11–13

Psalms 27:1-3

Abstract

Stress is one of the most studied concepts in the workplace, and for decades research has illustrated how stress can have a detrimental effect on one's job satisfaction. The current study sought to investigate the different coping mechanisms used by working individuals to see if this predicted job satisfaction and to determine if there was a relationship between coping with stress and job satisfaction, alongside examining if job satisfaction was dependent on profession type. Participants were recruited through social media platforms ($n=108$). They completed an online questionnaire containing demographic information, the Coping With Stress At Work Questionnaire, The Work-Related Satisfaction Scale, and the Coping Mechanisms Measure. Findings demonstrate that coping with stress was positively associated with job satisfaction, as higher levels of coping with stress resulted in higher levels of job satisfaction. However, the different coping mechanisms or profession types did not predict levels of job satisfaction. These findings signify the need for the Health Service Executive policy of prevention and management of stress in the workplace to be implemented in all workplaces. The results also highlight the necessity for organisational psychologists to come into workplaces and aid individuals in mitigating their stress.

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Introduction

The Irish working population consists of over 2.5 million people; of those, one in six has reported extreme stress levels over the last couple of years (Central Statistics Office, 2022; Gallup & Workhuman, 2022). Such statistics signify the importance of research to provide a solution and a comprehensive way to deal with this problem. Scholars worldwide have focused on how to address this issue, as this problem exists beyond the scope of the Republic of Ireland (Devries & Wilkerson, 2003) and has been shown to have a detrimental impact on job satisfaction. One method that has been proposed is investigating how coping mechanisms play a factor in relation to stress. Thus, the primary objective of this review is to investigate the coping mechanisms adopted by individuals who experience workplace stress and to determine if a nexus exists between job satisfaction and coping with workplace stress.

An Overview of Work Stress

Occupational stress can be described as the harmful emotional and physical responses that occur when the specific requirements of a job do not match a worker's resources, needs or capabilities (Schuler, 1980). There are two distinctive types of stress one can experience in the workplace. Acute stress is short-term stress which could occur when workers encounter excessive amounts of workload over a short period (American Psychological Association, 2022a; Michie, 2002). Additionally, chronic stress is the stress one encounters over a long period of time (American Psychological Association, 2022b). In the workplace, this could be caused by low salaries, excessive workloads over a long period, constant work that is not engaging, and few opportunities for growth or advancement in one's career (Michie, 2002).

Furthermore, various researchers have highlighted other reasons why stress might occur in the workplace. For example, Wisse and Sleebos (2015) reported that retail employees stated that work stress occurred because of the inability to cope with rapid change in the workplace. Research from Bhui et al. (2016) suggested that stress transpired because of

physically demanding tasks in public, private and non-governmental organisations (NGOs). In contrast, Du et al. (2020) discussed how stress emerged because workers could not cope with an authoritative leadership style. Iqbal et al. (2021) also found that work stress was triggered when teachers could not cope with the *laissez-faire* approach utilised by management, leaving them to fend for themselves and devise solutions independently.

This outlines how a multitude of reasons can cause stress; furthermore, as groups who occupy different socioeconomic backgrounds, such as teachers and retail workers, as mentioned above, were also jointly impacted by stress. It can be seen that stress impacts millions of individuals worldwide regardless of their social standing (Keller et al., 2012).

The Economic and Social Research Institute reported that employee stress in Ireland surged from eight per cent to seventeen per cent from 2010 to 2015 (Russell et al., 2018). Rising figures in occupational stress can be attributed to inadequate coping mechanisms; better-equipped coping mechanisms could enrich job satisfaction and reduce many workers' stress (Algorani & Gupta, 2021).

Coping mechanisms

Coping mechanisms refer to the way in which individuals interact and cope when they experience stressors (Blum et al., 2012). Weiten et al. (2008) identified four primary coping strategies. Firstly problem-focused, which is addressing the stress-causing issue. Secondly, active coping, planning, restraint coping, and the suppression of competing activities are components of this style. Thirdly, emotion-focused: this reduces the negative emotions associated with the issue and incorporates acceptance, constructive reframing, and turning to a support system; meaning-focused is when an individual uses cognitive techniques to ascertain and control the situation's meaning. Lastly, another coping strategy is avoidance coping, which consists of behaviour and cognitive effort directed at ignoring or denying stressful circumstances (Holahan et al., 2005).

Avoidance coping can work in the short term as it can aid individuals in disregarding the stressors in their life and focusing on other tasks (Holahan et al., 2017). Eventually, individuals would need strategies and techniques to cope with the stress they experience (Snow et al., 2003). Several research studies have examined the impact of coping mechanisms (or lack thereof) across various job types. For example, three research studies examined coping mechanisms for social and family health workers across different countries and regions, such as the Middle East, Brazil, and the United Kingdom (Kalliath & Kalliath, 2013; Mahajne et al., 2021; McFadden et al., 2021). Their findings revealed that individuals were stressed at work when they failed to implement coping mechanisms.

Furthermore, the studies also found that the social workers who employed coping mechanisms were said to have used religious coping mechanisms such as praying (Mahajne et al., 2021) or personal hobbies, social support, or peer mentoring (Kalliath & Kalliath, 2013). These studies contain strengths, including that the researchers considered individual differences when inferring what coping mechanism workers should use. They acknowledged that praying could be a source of escape for some, while others might take solace in social support or personal hobbies such as sports. The researchers stated these as recommendations for others to use.

It is essential that more research articles make recommendations for workers on what coping strategies to use when they are stressed, which is the primary reason why studying coping mechanisms is essential in a working environment. It is vital to have an effective stress management technique in which workers can put in place interventions to help them minimise job stress. As research has shown that failure to have effective coping mechanisms can harm workers' mental health and lead to job dissatisfaction (Bakker & Costa, 2014; Salvagioni et al., 2017).

Job Satisfaction and Stress

Job satisfaction is one of industrial and organisational psychology's most fundamental yet divisive topics; it is crucial for working individuals, as it can alter how workers perceive and approach their jobs (Mishra, 2013). Factors such as salary and working environment are integral in determining the level of job satisfaction. Moreover, how people cope with stress is also considered the leading cause in determining job satisfaction levels (Raziq & Maulabakhsh, 2015; Zanabazar et al., 2022).

Despite the importance of job satisfaction, there remains controversy regarding its nature. Several definitions have been proposed in the literature. One of the most common definitions which is described by Locke is "the pleasurable emotional state resulting from the appraisal of one's job as achieving or facilitating the achievement of one's job values" (Locke, 1969, p.316). In contrast to this, the American Psychological Association (2022c) defines job satisfaction as a worker's attitude regarding their occupation, generally expressed as a hedonic response of liking or disliking the work itself, the rewards, or the environment.

One factor each definition has in common is its link to an individual's psychological makeup; this means job satisfaction can be perceived differently by each individual. For example, passion for a particular job can drive job satisfaction. This is called intrinsic motivation (Oudeyer & Kaplan, 2007); however, intrinsic motivation could be hindered if, for instance, one gets into a job to help individuals solve a problem, but find that they are unable to solve it. This could lead to stress and have a domino effect on decreased levels of job satisfaction. Similarly to this, extrinsic motivation also exists (Kuvaas et al., 2017), which in a work context could be translated to workers being mainly motivated by financial rewards associated with the job. This can be problematic, as workers who are mainly motivated by financial rewards tend to have higher levels of stress when they do not receive additional financial benefits resulting in low satisfaction levels (Stringer et al., 2011).

In relation to this, Kaliski (2007) noted that job satisfaction is the main principle for achieving acknowledgement, promotions, and other objectives that result in a feeling of psychological accomplishment. Thus, to ensure that staff are satisfied, organisations must ensure staff morale remains high and that there is substantial financial reward, pay, job stability and opportunities to reach self-actualisation (Jabeen et al., 2018; Kollárik & Müllner, 1975; Özpehlivan & Acar, 2015).

Additionally, scholars have conducted studies mentioning how satisfaction rates could differ among different work sectors (Inayat & Jahanzeb Khan, 2021; Yusof et al., 2013). They recruited doctors, bankers, and university teachers. According to the studies, occupation type was significantly correlated with job satisfaction; it was established that there was a favourable correlation between employee performance and work satisfaction. Medical doctors were more satisfied than teachers and bankers (Inayat & Jahanzeb Khan, 2021; Yusof et al., 2013). Positively in Inayat & Jahanzeb Khan's (2021) study, both genders were equally represented; however, their study is still limited as the researchers constructed a performance assessment form that was not standardised and had no indicated reliability or validity to measure job performance (Inayat & Jahanzeb Khan, 2021). Notwithstanding these restrictions, similar findings from Yusof et al. (2013) confirmed the earlier discoveries described above; however, they focused primarily on the Pakistani population and healthcare. Research conducted with schoolteachers in India, Spain and Ireland found that stress and job dissatisfaction are highly related phenomena in that teachers often experience them simultaneously (Darmody & Smyth, 2011; López et al., 2010; Mathews, 2017). This depended on the teachers' age, as younger teachers experienced more stress and decreased job satisfaction levels than older teachers (Mathews, 2017). This may have occurred because younger teachers in India and Spain had been teaching for shorter periods than the older teachers and, due to this, would have had less experience dealing with stressful situations.

However, reports in Ireland contrast with the above, indicating that Irish school teachers and principals had high levels of job satisfaction despite the age differences between teachers and principals (Darmody & Smyth, 2011). This could be because Irish teachers, despite reporting higher-stress levels have more effective coping mechanisms than Indian and Spanish teachers.

Coping Mechanisms, Coping with Stress and Job Satisfaction

It can be seen from the above analysis that occupational stress, job satisfaction, and the extent to which workers deploy coping mechanisms are crucial because each factor is detrimental to different aspects of an individual's life. This section will focus on studies that instantaneously examined occupational stress, job satisfaction, and coping techniques.

According to McGuigan et al. (2018), there is a relationship between resilience to workplace stress, job satisfaction and the coping mechanisms which workers use. They reported that individuals were more resilient to stress due to using active coping mechanisms like peer support or because of their different personality types. For instance, those with lower levels of neuroticism were less likely to report stress and more resilient than those with higher levels of neuroticism; they were better able to handle stressful situations without stress impacting their job satisfaction. Pleasingly, McGuigan et al. (2018) included the examination of personality types as, unfortunately, several studies do not consider this factor, as increasing the parameters of the paper to include different personality types can clarify why some individuals experience and cope with stress more than others.

However, the limitation was that the survey did not include variables such as job security, engagement and commitment; these are significant factors that could increase the understanding of the pathways which impact job performance and job satisfaction (McGuigan et al., 2018).

Despite these criticisms, its popularity remains high because many studies have parallel findings. Research from Chen et al. (2009), Silva & Navarro (2012), Chan et al. (2018), and Kosec et al. (2022) illustrated how when individuals failed to employ coping techniques to maintain their stress levels, this led to decreased levels of job satisfaction. Participants were from various jobs and countries: sedentary workers in Slovenia, bank employees in Brazil, nurses in Taiwan, and construction workers in China. The researchers in all these studies used two distinct metrics; some utilised quantitative design through questionnaires (Chen et al., 2009; Kosec et al., 2022), while others used qualitative designs via interviews (Chan et al., 2018; Silva & Navarro, 2012). The abundance of literature supporting quantitative and qualitative studies on stress, job satisfaction, and coping techniques raises the likelihood of one inferring that all these three factors are interrelated.

Current study

Unfortunately, many of the studies mentioned above predominantly explored one specific occupation when investigating the impact of stress on job satisfaction in their respective countries. While there has been research conducted on the Irish population regarding how individuals cope with stress and its influence on their levels of job satisfaction, the current studies available are relatively scarce; this is notable when it comes to investigating the coping mechanisms that workers use to measure job stress and satisfaction.

Furthermore, Edwards et al. (2003) also mentioned that the field of job stress and job satisfaction is an important topic requiring continuous research as it is critical to workers' lives. Correspondingly, the workforce is constantly changing, and this is important in regards to stress and coping mechanisms as in order to improve longevity in the workforce and reduce the levels of high levels of absenteeism and job performance, it is critical to study how these individuals cope with stress and ways it can affect their job satisfaction. This current study will address these concerns and gap in the literature by recruiting participants from

various occupations and measuring different coping mechanisms they use when stressed to investigate how this impacts job satisfaction in the Irish workforce.

From the foregoing, it is hypothesised that

RQ: Is there a relationship between the ability to cope with stress and job satisfaction?

HYP: There is a positive relationship between the ability to cope with stress and job satisfaction.

RQ: Does the ability to cope with stress predict job satisfaction?

HYP: The ability to cope with stress predicts higher levels of job satisfaction.

RQ: How do coping mechanisms impact stress management and job satisfaction levels of individuals currently employed in Ireland?

HYP: Different coping mechanisms predict outcomes on measures of job satisfaction

RQ: Is there a difference in levels of job satisfaction for different profession types in Ireland

HYP: There is a difference in levels of job satisfaction for different profession type in Ireland.

Methods

Participants

The participants were recruited via convenience sampling as social media posts about the study were published on Snapchat and Instagram. Participants had to be at least 18 years old and employed in Ireland to meet the inclusion criteria for this study. This current sample size had 109 participants, with 89 females and 19 males. As there was only one person identifying as non-binary for the purpose of data analysis in this study, they were excluded.

To determine the participants' profession type, four options were provided: healthcare ($n=29$), IT/engineering/ ($n=7$), retail ($n=33$), and food services($n=19$). An open-ended question was also asked, which required participants to indicate what occupation they worked in if it was not mentioned above. From this, two new categories were created, consisting of a category called business and a category called other. The business category comprised 11 participants from business-related fields 1 in events, taxing, marketing, office work and general operating, while 6 came from banking and finance-related jobs. The other category consisted of 9 participants: 1 in gambling, beauty, aviation, and transport, 2 who worked in warehouses, and 3 in education. These participants could not be grouped into different categories as a small number were from different occupations.

Measures

Demographic questions

The first set of questions in the questionnaire were demographic questions (See Appendix A), which asked participants about their gender, age, and occupation. The demographic questions were created to generate an overview of the background of the participants and to classify what job profession each participant belonged to.

Work-Related Basic Need Satisfaction Scale --Adapted (W-BNS)

The W-BNS adapted scale (see Appendix B) measures the job satisfaction of working individuals. It is a modification of the 18-item Work-Related Basic Need Satisfaction Scale, which measures the Satisfaction of work-related basic needs as stated in the Self-Determination Theory literature (Chiniara & Benin, 2016). The scale contains a five-point Likert scale with answers: 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, and 5 = very satisfied (Chiniara & Benin, 2016). This 12-item instrument has three subscales under the headings Autonomy Need Satisfaction, Competence Needs Satisfaction, and Relatedness Needs Satisfaction, with four items in each subscale. Higher scores indicate higher levels of job satisfaction, while lower scores indicate lower levels of job satisfaction, scores on this scale range from 0 to 60.

The authors (Chiniara & Benin, 2016) reported that the questionnaire's coefficient alpha was in the acceptable range: Relatedness subscale ($\alpha = .82$) for the Autonomy subscale ($\alpha = .82$); for the Competence Need Satisfaction ($\alpha = .82$). For this current study, each subscale was remeasured using Cronbach's alpha to test for internal consistency. Autonomy Needs Satisfaction ($\alpha = .82$), Competence Needs Satisfaction ($\alpha = .71$), and Relatedness Needs Satisfaction ($\alpha = .80$). These scores indicate relatively good reliability.

Coping With Stress At Work Questionnaire (CWSAWQ)

The CWSAWQ (see Appendix C) was created within a study examining a theoretical model that explains the effects of work-family conflict and proactive behaviours (Bande et al., 2019). It measures how workers cope with stress through five subscales. Work-Family Conflict: Self-Promotion, Ingratiation, Emotional Exhaustion and Intrinsic Motivation. The subscale related to Work-Family Conflict has three items. In contrast, the Self Promotion, Ingratiation, and Emotional Exhaustion subscales have four items, and the Intrinsic Motivation scale contains twelve items. Items are rated using a seven-point Likert scale

1=totally disagree, 2= disagree, 3= somewhat disagree, 4= neutral, 5= somewhat agree, 6= agree, and 7= totally agree. Higher scores indicate higher levels of coping with stress, while lower scores indicate lower levels of coping with stress, scores on this scale range from 27 to 189. The Emotional Exhaustion and Work-Family Conflict scales required reverse scoring as they were phrased negatively (Bande et al., 2019).

The questionnaire was high in convergent validity: All indicator loadings were over the 0.5 value, and most of the loadings were over the 0.7 value. Correspondingly, they were all significant ($p < 0.01$), demonstrating evidence for the validity of the items used to measure the questions. Also, Composite reliability was around 0.84-0.96 across the factors (Bande et al., 2019). For this study, Internal consistency was remeasured for each subscale using Cronbach alpha, Intrinsic Motivation ($\alpha = .91$), Self-Promotion ($\alpha = .85$) Self-Ingratiation ($\alpha = .84$), Work-Family Conflict ($\alpha = .81$), and Emotional Exhaustion ($\alpha = .86$), these scores indicate relatively good reliability.

Coping Mechanisms Measure (CMM)

The final questionnaire utilised was the CMM (see Appendix D). This is a 10-item scale measuring coping methods people frequently use to help with work-related stress. The scale includes coping strategies such as sport, exercise, reading, meditation, alcohol, prescription or non-prescription medication, music, supervision, peer support and lastly, professional assistance. Answers are marked on a 4-point Likert scale from never, occasionally, often, and very often (Vrklevski & Franklin, 2008). An open-ended question at the end allows participants to mention any other methods they have used to cope that are not outlined on the list. No reliability and validity were indicated (Vrklevski & Franklin, 2008). As no reliability or validity was reported, this study measured all items using Cronbach's alpha to determine the internal consistency; this figure was relatively low ($\alpha = .63$). For the purpose of this study, the open-ended question was disregarded for data analysis. Also, as the

measure did not contain subscales in an attempt to explore if there was a different impact of different coping styles, four categories were created. The first category was Healthy Active Coping, which contained items of sport/exercise, meditation/yoga, and the second category was called Unhealthy Active Coping, which contained items alcohol, and prescription/non-prescription medication. The Social Coping category included peer support and professional assistance, and lastly, the Passive Coping Category included reading and music. Higher scores indicate higher levels of coping mechanisms used, while lower scores indicate lower levels of coping mechanisms used; scores on this scale range from 8 to 32.

Design

The study employed cross-sectional data, which included data collection through the use of questionnaires. Data analysis was conducted using IBM SPSS version 28. The first hypothesis sought to examine the relationship between the ability to cope with stress and job satisfaction. There was no independent or dependent variable, as correlation analyses do not contain independent and dependent variables.

The second hypothesis, which stated that the ability to cope with stress predicts higher levels of job satisfaction, for this hypothesis; subscales of the CWSAQ were used as the predictor variables; the subscales were Self-Promotion, Ingratiation, Work-Family Conflict, Emotional Exhaustion and Intrinsic Motivation. The criterion variable was job satisfaction.

The third hypothesis, which states different coping mechanisms, predicts outcomes on job satisfaction; for this hypothesis, the predictor variables were the different CMM categories; Healthy Active Coping, Unhealthy Active Coping, Passive Coping and Social Coping, and the criterion variable was job satisfaction.

The last hypothesis, which is the fourth one, states that there is a difference in levels of job satisfaction for different profession types in Ireland. The independent variables were the six

profession types; IT/engineering, business, healthcare, food services, retail and other, and the dependent variable was job satisfaction.

Procedure

The National College of Ireland's Ethics Committee approved this research study topic, and the Psychological Society of Ireland's ethical guidelines were consulted. The participant invitation poster was advertised (see Appendix E) on social media platforms, Snapchat and Instagram. From the participant invitation poster, a link (see Appendix F) was provided directing participants to the study information form. This form contained all pertinent information about the research study, such as who could participate in the study, what the study was planning to measure, what taking part in the study involved for participants, if participation was necessary and how their information would be anonymous. Lastly, the contact details of the researcher, alongside the researchers' supervisors' contact information, was also on the information form.

The consent form appeared on the page after the study information form was read (See Appendix G), and its purpose was to ensure participants agreed to participate in the study of their own free will. Participants were also informed that they could not withdraw once the final answers had been submitted. This was communicated to participants via the participant information sheet and consent form. After participants read the study information sheet and agreed to participate via the consent form, they were redirected to a page with demographic questions. They were asked to provide their gender, age, and occupation. Following this, the questionnaires were presented in the following order: CWSAQ, W-BNS, and the CMM. After the questions were completed, a full debriefing followed (See Appendix H), which included the contact information for Samaritans and Aware websites. Participants were told that they could use these websites free of charge for additional mental health support.

Results

Descriptive Statistics

The current study recruited 108 people from the working population of the Republic of Ireland. 81.7% were female ($n=89$), and 17.4% were males ($n=19$). Many participants were recruited from different profession types, with the highest number in retail ($n= 33$). See Table 1 below for all the different profession types and genders.

Table 1

Descriptive statistics for demographic variables gender and profession type (N=108)

Variable	Frequency	Valid %
Gender		
Female	89	81.7
Male	19	17.4
Profession Type		
Retail	33	30.60
Food services	19	17.60
Healthcare	29	26.90
Business	11	10.2
IT/Engineering	7	6.5
Other	9	8.3

Descriptive statistics were performed for all variables, standard deviation, mean, and range scores were all obtained alongside normality tests. A preliminary analysis indicated that the variables were not normally distributed, as shown by the histograms (See Appendix I for histograms). The results are illustrated in Table 2 below.

Table 2*Descriptive statistics for all continuous variables (N=108)*

Variable	<i>M</i> [95% CI]	SD	Range
Age	24.46 [22.55,26.37]	10.05	40
CSWAQ	14.73 [111.00,118.4]	19.70	108
Intrinsic Motivation	47.13[44.52, 49.74]	13.76	65
Work-Family Conflict	13.58[12.63,14.52]	4.98	18
Self-Promotion	17.80 [16.71,18.90]	5.77	24
Ingratiation	17.67 [16.60,18.74]	5.65	22
Emotional Exhaustion	18.55 [17.40,19.69]	6.04	24
W-BNS	44.01 [42.57,45.45]	7.59	41
Autonomy Needs	13.65 [13.04,14.26]	3.19	16
Competence Needs	15.69 [15.19,16.19]	2.64	11
Relatedness Needs	14.67 [13.98,15.36]	3.62	16
Healthy Active Coping	4.33 [4.03,4.63]	1.56	6
Unhealthy Active	3.45 [3.13,3.77]	1.68	6
Social Coping	5.88 [5.52,6.24]	1.90	8
Passive Coping	5.81 [5.55,6.07]	1.38	6

Inferential Statistics

The relationship between the Coping With Stress subscale Self-Promotion and W-BNS was investigated using a Spearman's Rank Order as preliminary analysis, indicated that although linearity and homoscedasticity were not violated, the data was not normally distributed. There was a significant, large positive correlation between Self-Promotion and W-BNS ($r_s = .50$, $N=108$, $p < .001$). This indicated that the two variables share approximately

25% of variance. Results indicate that higher levels of Self-Promotion are associated with higher levels of job satisfaction. The results are illustrated in Table 3 below.

The relationship between the Coping With Stress subscale Ingratiation and W-BNS was investigated using a Spearman's Rank Order as preliminary analysis performed indicated that although linearity and homoscedasticity were not violated, the data was not normally distributed. There was a significant, small positive correlation between Ingratiation and W-BNS ($r_s = .24, N=108, p = .011$). This indicated that the two variables share approximately 5.76% of variance. Results indicate that higher levels of Ingratiation are associated with higher levels of job satisfaction. The results are illustrated in Table 3 below.

The relationship between the Coping With Stress subscale Work-Family Conflict and W-BNS was investigated using a Spearman's Rank Order as preliminary analysis performed indicated that although linearity and homoscedasticity were not violated, the data was not normally distributed. There was a non-significant correlation between the two variables ($r_s = .16, N=108, p = .099$). The results are illustrated in Table 3 below.

The relationship between the Coping With Stress subscale Emotional Exhaustion and W-BNS was investigated using a Spearman's Rank Order as preliminary analysis performed indicated that although linearity and homoscedasticity were not violated, the data was not normally distributed. There was a significant medium negative correlation between Emotional Exhaustion and W-BNS ($r_s = -.40, N=108, p < .001$). This indicated that the two variables share approximately 15.21% of variance. Results indicate that higher levels of Emotional Exhaustion are associated with lower levels of job satisfaction. The results are illustrated in Table 3 below.

The relationship between the Coping With Stress subscale Intrinsic Motivation and W-BNS was investigated using a Spearman's Rank Order as preliminary analysis performed indicated that although linearity and homoscedasticity were not violated, the data was not

normally distributed. There was a significant medium positive correlation between Intrinsic Motivation and W-BNS ($r_s = .48, N=108, p < .001$). This indicated that the two variables share approximately 23.04% variance. Results indicate that higher levels of Intrinsic Motivation are associated with higher levels of job satisfaction.

The relationship between total Coping With Stress scores and W-BNS was investigated using a Spearman's Rank Order as preliminary analysis performed indicated that although linearity and homoscedasticity were not violated, the data were not normally distributed. There was a significant medium positive correlation between overall Coping With Stress scores and W-BNS ($r_s = .48, N=108, p = <.001$). Results indicate higher levels of coping with stress is associated with higher levels of job satisfaction. The results are illustrated in Table 3 below.

Table 3

Spearman rho correlation between variables in the model

Variable	1	2	3	4	5	6
W-BNS	-					
Self-Promotion	.50***	-				
Ingratiation	.24*	.37**	-			
Work-Family Conflict	.16	-.08	-.11	-		
Emotional Exhaustion	-.40**	-.06	-.02	-.45**	-	
Intrinsic Motivation	.48***	.46**	.20**	-.04	-.14	-
Total coping with Stress	.48***	.71**	.51**	.03	.05	.84**

*Note: * $p < .05$; ** $p < .01$; *** $p < .001$*

Standard multiple regression was performed to determine how well W-BNS could be explained by five variables of Coping With Stress: Self-Promotion, Ingratiation, Work-Family Conflict, Emotional Exhaustion, and Intrinsic Motivation. Preliminary analyses were

performed to ensure no violation of normality, linearity and homoscedasticity. There was a slight violation of normality as the data was not normally distributed, but as there were no parametric options, a standard multiple regression was still used. The results show no violation of the multicollinearity assumption, and that the data was suitable for use through standard multiple regression. Three out of five predictor variables were statistically correlated with W-BNS, which indicates that the data was suitably correlated with the dependent variable for examination through multiple linear regression to be reliably undertaken. This indicates that higher levels of coping with stress predict higher levels of job satisfaction. Results are illustrated in Table 4 below.

Table 4

Standard multiple regression model for Coping With Stress predicting W-BNS scores.

Variable	R ²	B	SE	β	t	p
Model	.45***					
Self-Promotion		.37	.12	.28*	3.17	.002
Ingratiation		.12	.11	.09	1.15	.254
Work-Family Conflict		.10	.13	.07	.82	.414
Emotional Exhaustion		-.34	-.54	.27*	-3.21	.002
Intrinsic Motivation		.19	.05	.35***	4.19	<.001

*Note: R² = R-squared; β = standardized beta value; B = unstandardized beta value; SE = Standard errors of B; N = 67; Statistical significance: *p < .05; **p < .01; ***p < .001*

Standard multiple regression was performed to determine how well W-BNS could be explained by coping mechanisms, Healthy Active Coping, Unhealthy Active Coping, Social Coping and Passive Coping. Preliminary analyses were performed to ensure no violation of normality, linearity and homoscedasticity. There was a slight violation of normality as the

data was not normally distributed, but as there were no parametric options, a standard multiple regression was still used. The results show no violation of the multicollinearity assumption, and that the data was suitable for use through standard multiple regression. The correlations between the predictor values were assessed, and r values ranged from -.01 to .20. All predictor variables were non-statistically correlated with job satisfaction. The results are illustrated in Table 5 below.

Table 5

Standard multiple regression model for Coping Mechanisms predicting W-BNS scores

Variable	R ²	β	t	B	SE	p
Model	.03					
Active Healthy Coping		.12	1.14	.62	.55	.257
Active Unhealthy Coping		-.03	-.25	-.16	.45	.800
Passive Coping		.10	.90	.54	.60	.369
Social Coping		-.08	-.72	-.32	.44	.476

*Note: R² = R-squared; β = standardized beta value; B = unstandardized beta value; SE = Standard errors of B; N = 67; Statistical significance: * $p < .05$; ** $p < .01$; *** $p < .001$*

A one-way between-groups ANOVA was conducted to determine whether W-BNS scores differed for the six profession types. Preliminary analyses were performed to ensure no violation of the assumption's normality and homogeneity of variance. There was a slight violation of normality as the data was not normally distributed, but as there are no parametric options, a one-way between-groups ANOVA was still used. Levene's test for equality of variance revealed that there was no violation of homogeneity of variance as a non-significant result was found $p=.927$. Participants were divided into six groups according to the six

profession types healthcare, food services, IT/engineering, other, business and retail. There was a non-statistically significant difference in levels of job satisfaction between the groups $F(5,102) = 1.93, p=.095$. This result indicates that there was no difference in job satisfaction for the six profession types.

Discussion

The current study explored the relationship between coping with stress and job satisfaction within the Irish workforce. This study sought to provide a more comprehensive understanding of the coping mechanisms used to manage job stress and to see if coping with stress predicted job satisfaction. Additionally, this study was among the few studies to investigate if profession type was dependent on job satisfaction in the Republic of Ireland.

It was hypothesised that there was a positive relationship between the ability to cope with occupational stress and job satisfaction. The hypothesis was supported as a significant moderate positive correlation was found for the overall model, which means that those with higher abilities to cope with stress had higher levels of job satisfaction. The finding was consistent with previous research that suggested a positive relationship between coping with stress and job satisfaction (Li et al., 2017; Rao & Chandraiah, 2012; Vinothkumar et al., 2016).

The strongest correlation was found between the Self-Promotion subscale and job satisfaction, which exemplifies how self-promotion is vital in the workplace, as higher levels of self-promotion was associated with higher levels of job satisfaction. This could be because self-promotion is often said to be the driving force of the workplace. It consists of workers participating in self-reflection (Hernez-Broome et al., 2009). This is essential as it aids workers in recognising their strengths and improving on their weaknesses, which in turn would increase their confidence levels. In relation to job satisfaction, this could be translated into workers feeling more empowered with their roles which could increase job satisfaction.

Research also indicates that those who constantly promote themselves are more likely to gain more opportunities for advancement in the workplace (Bhattarai, 2022; Proost et al., 2012), which is consistent with the findings of this study.

Furthermore, Work-Family Conflict was the only subscale that provided non-significant results in relation to job satisfaction. In contrast, many scholars have discussed how work-family conflict is among the most prominent factors in determining levels of job satisfaction, as this construct could damage employee productivity and harm job performance by decreasing job satisfaction (Ford et al., 2007; Johnson et al., 2005; Obrenovic et al., 2020). It is essential, however, to avoid assuming the applicability of this in all cases, as even though much research has supported this, in some cases, it is seen that work-family conflict and job satisfaction are not necessarily correlated. Research from Soomro et al. (2018) also found that work-family conflict did not impact job satisfaction levels. Some individuals can create boundaries between their working environment and home environment and not allow one to impact the other (Orellana et al., 2022; Soomro et al., 2018). This helps explain the results of the current study because it is possible that participants were able to maintain a balance between their personal and professional lives.

The prior hypothesis established the relationship between coping with stress and job satisfaction. The next step was to see if levels of coping with stress predicted levels of job satisfaction. This was investigated, and this hypothesis was also supported, as higher levels of coping with stress predicted higher levels of job satisfaction. This is in line with previous studies that have all suggested that coping plays an integral role in how individuals manage their stress levels at their jobs (Hattar-Pollara et al., 2003; Kohantorabi & Abolmaali, 2014). The strongest predictor of job satisfaction was the Intrinsic Motivation subscale which insinuates that workers were motivated by feelings of accomplishment and a sense of psychological fulfilment from what they do, resulting in workers being more satisfied with their respected occupations (Oudeyer & Kaplan, 2007).

Contrastingly, some research suggests that workers are more motivated by monetary rewards, such as pay or bonuses and that these rewards could potentially cause one to be

content with their job (Liu & Tang, 2011; Teck-Hong & Waheed, 2011). However, with that being noted, these studies are often limited in nature, as more studies provide evidence of intrinsic motivation having the most significant impact on job satisfaction (Cho & Perry, 2011). Correspondingly, statistics from McKinsey (2012) illustrate that intrinsically motivated workers had 46% higher job satisfaction levels than extrinsically motivated workers.

This current study provided additional support for intrinsic motivation being the largest predictor of job satisfaction. However, it is essential to note that correlation does not mean causation; one can deduce that there is a correlation between coping with stress and job satisfaction, but this does not suggest a cause-and-effect relationship.

The third hypothesis proposed that different coping mechanisms predicted job satisfaction; no statistically significant result was found as the different coping mechanisms, healthy active coping, unhealthy active coping, social coping and passive coping, did not predict job satisfaction. Although no support was given for these coping mechanisms, this is not to discount their importance, as many other studies have supported them. In particular, those in the social coping category as social support and professional assistance, have been proven effective for decades, particularly in managing stress (Harris et al., 2017; Ozbay et al., 2007; Pilcher & Bryant, 2016).

The reason for this non-significant result could be that there was a methodological issue with the Coping Mechanisms Measure; the measure did not have any subscales, so subscales were artificially created for the purpose of this study, and the psychometric properties of the scales were not examined. Thus, future research should utilise a more comprehensive coping mechanism measure to determine what specific coping strategies best predict job satisfaction and identify the most appropriate coping mechanisms for workers more accurately.

The fourth hypothesis sought to investigate if profession type predicted job satisfaction; this was to highlight if there were any meaningful differences between the six profession types - business, healthcare, IT/engineering, retail, food services and the category by the name of other. A non-statistically difference was found between these groups, which allowed for a rejection of the hypothesis.

Prior research has had conflicting findings regarding if profession type determines job satisfaction, particularly which profession type has the highest levels of job satisfaction. Some studies have reported that those in food-related industries were less satisfied than business workers (Hechanova et al., 2006). In contrast, others have mentioned that healthcare workers were more satisfied with their jobs than retail workers (Bagheri et al., 2013; Ghani et al., 2022; Khamlub et al., 2013). Although this study found no difference between any of the profession types, this could be because the majority of studies which have found differences were conducted in other countries such as Iran, the Philippines and the United Kingdom (Bagheri et al., 2013; Hechanova et al., 2006; Kazi et al., 2018). As previously mentioned, this study was among the few to examine the difference in profession type in Ireland; thus, it could be that job satisfaction is not dependent on profession type in Ireland. Recently, the Central Statistics Office released statements with figures for job satisfaction in Ireland stating that workers and employees at all levels of employment reported 89% of high job satisfaction (Central Statistics Office, 2022). This leads one to believe that the concept of job satisfaction is space bound and could not have a globally accepted notion as each country is unique in its attributes. However, this non-significant result between profession types and job satisfaction could also be explained because, in this study, participants were from various occupations; and there was not an equal number of participants in all categories. For instance, the retail category had thirty-three participants; in contrast, the business category had eleven participants. Furthermore, the category by the name of other consisted of a range of

participants from different jobs as there were not enough participants to create different categories; for example, three participants were recruited from education while only two were recruited from warehouse-related jobs. This could explain such results; therefore, future research should aim to have an equal amount of participants in each category by recruiting several participants from different occupations.

Overall, these findings contributed to the previous literature regarding how coping with stress impacts job satisfaction, particularly in how workers are mainly motivated by intrinsic reasons, such as their job giving them a sense of fulfilment. However, even though work-family conflict did not correlate significantly with job satisfaction, this suggests that individuals who cope with stress better have higher levels of job satisfaction regardless of work-family conflict. Although the third hypothesis, which examined the different coping mechanisms that predicted job satisfaction, was not supported, this was possibly due to the metrics of the coping mechanisms scale. This research also contributed to newer findings regarding how profession type and job satisfaction might be dependent on the country that one lives in and how people are currently satisfied in the Irish workforce, regardless of their occupation. Nevertheless, caution is advised when taking this interpretation into consideration as there were not an equal number of participants in each profession types.

Practical Implications

This study's findings have some crucial implications, as this study provides more comprehensive evidence of the importance of studying coping with stress in the workplace within the Irish working population. Many workers are often oblivious to the stress that comes with their job, and when they realise just how stressful their job is, they have not taught themselves effective ways to deal with this. Failure to address this has been shown throughout research time and time again to decrease levels of job satisfaction and increase the

risk of depression, anxiety and other psychological disorders (Baams et al., 2015; Davis et al., 2017).

The Health Service Executive has a policy for the prevention and management of stress in the workplace, which outlines how to navigate stress and ways to cope in the workplace (Health Service Executive, 2018). One would suggest that more Irish organisations implement the use of this policy. Also, employees, employers and managers should have a copy of the policy as a guidance in identifying acute or chronic stress and a procedure for seeking help.

A suggestion can be made for the government to provide more funding for organisational psychologists who could actively work with different occupations, helping individuals recognise their stress and educating them on other methods to manage this stress. Subsequently, as shown from this study, if workers assimilate well with their jobs, they are more motivated and have an increased chance of higher job satisfaction.

Strengths, Limitations and Future Research

The strength of this study is that it contributed to new research regarding how individuals cope with stress in the Irish workplace. This current study took into consideration the different profession types in Ireland. As previously mentioned, many scholars have investigated this in a specific occupation or workplace, but this study used a range of profession types, such as healthcare workers and retail workers. This is important because, despite no reported differences in the different profession types, this study still contributed to novel literature in this area.

Like any other study, this study has limitations; males were underrepresented in this sample size compared to females. There were eighteen females and nineteen males; an unequal gender ratio in a study can create a problem regarding gender differences. Perhaps it is the case that females cope better with stress than males. Future studies should attempt to

recruit an equal amount of females and males in the study as well as conducting analysis to investigate if there are differences between them, as this study did not measure the differences.

Furthermore, while this study aimed to measure coping mechanisms, coping with stress, and job satisfaction between all age groups, this was limited by the ages of participants. Most participants recruited were between the ages of eighteen to twenty five. Similar to gender differences, this could have a similar effect regarding age differences; perhaps middle-aged and older individuals cope with job stress differently. Future studies should also focus on recruiting participants from a wider age group and investigate if there is a difference between how the age groups cope with stress and how this impacts their job satisfaction.

In addition, prior research has suggested that workers' stress levels fluctuate depending on their tasks and responsibilities at a given time. High-demand tasks could cause higher stress levels and lower job satisfaction in workers (Appelbaum, 2017; Syrek et al., 2018). Therefore, cross-sectional data can be an unreliable way of measuring this and can have external validity problems as this causes major issues, such as the inapplicability of results to a real-world context.

Future studies should utilise longitudinal data as longitudinal studies enable researchers to follow participants in real time, establishing a cause-and-effect relationship (Caruana et al., 2015). This means that researchers can better demonstrate the real sequence of events that determine job satisfaction.

This study also used convenience sampling to recruit participants via social media, which means the sample was not taken at random; this may not be fully representative of the population being studied, which undermines the ability to make generalisations from this

sample to the working population of Ireland. Future research should use purposive sampling methods to recruit participants.

Lastly, as previously mentioned, the measure that was used to analyse coping mechanisms had some problems additional problems exist within this, as there was no reliability and validity reported for this measure, and as a precaution, the internal consistency was calculated via Chronbacs Alpha, which revealed a result of ($\alpha = .63$). Having a low Cronbach value suggests that this scale does not measure what it was supposed to measure as there were poor interrelatedness among the questions (Tavakol & Dennick, 2011). However, Cronbachs alpha does not take into account heterogeneous constructs; the coping mechanisms in this study were different from each other, from unhealthy active coping to the healthy active coping category, which could have caused the low Cronbach alpha. Nonetheless, no validity was indicated for this measure to overcome this; future studies should use a different scale to measure coping strategies.

Conclusion

The present study found a significant relationship between coping with stress at work and job satisfaction and that coping with stress predicts job satisfaction. This was consistent with prior findings, which state that stress, coping and job satisfaction often co-exist. This study found no statistically significant difference between the specific coping mechanism due to the possibility of unreliable coping mechanisms scale, and no difference was also found between profession types and job satisfaction, possibly due to the sample size. Future researchers should utilise different measures to assess coping styles, such as using another coping scale with subscales that have been standardised, and researchers should also employ a more longitudinal approach as this would see if these variables changed depending on time or if they stayed constant through different time points. Lastly, future researchers should also

ensure that there is a broader age group and that more males are represented in future samples as well as using more purposive sampling methods to investigate the variables in this study.

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Appendices

Appendix A

Demographic questions

what gender do you identify as?

Male

Female

Other

What age are you (in years)

What industry do you work in?

Retail

It/engineering

Food industry

Healthcare

Other

Appendix B

Work-Related Basic Need Satisfaction Scale—Adapted W-BNS

In your current job, how satisfied are you with the following aspect of your work?

Autonomy Need Satisfaction

1. The degree of freedom I have to do my job the way I think it can be done best.
2. The opportunities to take personal initiative in my work.
3. The level of autonomy I have in my job.
4. The opportunities to exercise my own judgment and my own actions.

Competence Need Satisfaction

5. The feeling of being competent at doing my job.
6. The level of mastery I can achieve at my task.
7. The level of confidence about my ability to execute my job properly,
8. The sense that I can accomplish the most difficult tasks

Relatedness Need Satisfaction

9. The positive social interactions I have at work with other people.
10. The feeling of being part of a group at work.
11. The close friends I have at work.
12. The opportunities to talk with people about things that really matter to me.

Note*. Items are rated on a 5-point Likert scale of satisfaction 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5=very satisfied

Appendix C

Coping with Stress at Work Questionnaire

Intrinsic motivation

I obtain a sense of accomplishment from my work.

I feel a sense of personal growth and development in my work.

I feel stimulated and have a sense of challenging involvement in my work.

I come up with ideas to improve the way in which my core tasks are done.

I make changes to the way my core tasks are done.

I suggested was to make our work unit more effective.

I develop new and improve methods to help my work unit perform better.

I improve the way my work unit does things.

I made suggestions to improve the overall effectiveness of the organization.

I involve myself in changes that are helping to improve the overall effectiveness of the organization.

I come up with ways to increasing efficiency within the organization.

Work-Family Conflict

Because of my job, I can't involve myself as much as I would like in maintaining close relations with my family.

I often have to miss important family activities because of my job

Things I want to do at home do not get done because of the demands my job puts on me

Self-promotion

I talk proudly about my experience or education.

I make people aware of your talents or qualifications.

I let others know that I am valuable to the organization.

I make people aware of my accomplishments.

Ingratiation

I compliment my colleagues so they will see me as likeable.

I take an interest in my colleagues' personal lives to show them that I am friendly.

I praise my colleagues for their accomplishments so they will consider me as a nice person.

I do personal favors for my colleagues to show them that I am friendly.

Emotional Exhaustion

I feel emotionally drained from my work

I feel used up at the end of the workday

I feel fatigued when I get up in the morning and have to face another day on the job

I feel burned out from work

Note

*Items utilized a seven-point Likert scale 1=totally disagree, 2= disagree, 3= somewhat disagree 4= neutral, 5=somewhat agree, 6=agree, 7= totally dis

Appendix D

Coping mechanism measure

In order to cope with your job, have you ever used any of the following:

Sport Exercise

Reading

Meditation / Yoga

Alcohol

Prescription or

Non-Prescription

Medication

Music

Supervision

Peer support

Professional assistance i.e. psychiatrist or psychologist

Are there any other methods you may have used to help you cope with your job _____

Note* 1= never 2=occasionally 3=Often 4=Very Often

Appendix E

Participant information poster



Appendix F

Participant information form

You are being invited to take part in a research study about the coping mechanism for stress and how this impacts job satisfaction in the workplace. Before you make the decision to participate in the research study, please read this document, as it contains the details of the study, what is expected to be measured in the study, and what it would involve for you as a participant. If you have any queries regarding the research study, please feel free to contact me at any time. My contact information is at the end of the page.

What will the study be about?

I am a third-year psychology major at the National College of Ireland. As part of our degree, it is required that we carry out an independent research study, For my project, I aim to investigate coping mechanisms for stress and how this impacts job satisfaction in the workplace. This project will be supervised by Dr Julian Dooley.

What will taking part in the study involve

Each participant will complete an online questionnaire. Participants will be asked questions regarding how they cope with stress and their job satisfaction.

Who can participate?

All individuals aged 18 and over are free to take part in the study and those who are currently employed in *Ireland*. You unfortunately cannot take part in the study if you are under the age of 18 and have never been employed.

Do I have to participate?

Participation is voluntary and if there is any question you don't like or do not want to answer you are entitled to refuse to answer the question. The decision to not take part will not

have any consequence on the participant. You might consider completing this questionnaire away from your workplace if you feel it could impact your answers. If you are still interested in taking part in the study follow the link below which will guide you to the questionnaire. Participation should not take more than 15 minutes. Please note that you can withdraw up until you have submit your last responses to the questions. After the submission you will no longer be able to withdraw your information from the study.

Will my information be anonymous?

The questionnaire is anonymous. It will not be possible for participants to be identified. All data and information collected will be extremely confidential. Data will only be available to the researcher in charge and the supervisor. Responses to the questionnaire will be stored securely in a file on the researcher's laptop. Data will be kept for 5 years in accordance with the NCI data retention policy.

Who can I contact for further information?

Contact details researcher:

Gloria Alamu

Final year student, BA psychology National College of Ireland

Email address: x2046834@student.ncirl.ie

Academic supervisor

Dr Julian Dooley

Researcher and Lecturer National College of Ireland

Email address: Julian.Dooley@ncirl.ie

Appendix G

Consent form

- I authorize Gloria Alamu to use my information for the questionnaire. I voluntarily choose to participate in the research study of my free will.
- I understand that any information I give pertaining to this study will be private, and I will not be able to be identified by my information on any report based on the study's findings.
- I was given a description of the study's purpose and nature, as well as the opportunity to ask questions.
- I understand that I can withdraw from the study at any time without any penalty. Only once submitted, I recognize that I cannot withdraw from the study.
- I am aware that I may contact any of the research participants for clarification or further information.
- I understand this study is only for individuals over 18, and I am over this age.

Contact details

Gloria Alamu

x20468434@student.ncirl.ie

If you agree to all terms please click "I agree"

I agree

Appendix H

Debriefing sheet

Thank you for your participation in this study about the coping mechanism of stress and job satisfaction in the workplace. Your cooperation in the research study is always appreciated. If you have any queries related to the research study please feel free to contact the researcher at x20468434@student.ncirl.ie or the research supervisor Julian.Dooley@ncirl.ie. To remind you again, the answers provided by you are strictly confidential. In the research report no names will be used at any time and nobody will be able to be identified by their data.

Below is a table of websites, emails, addresses and phone numbers of support groups and organizations designated to help individuals. If any of the questions caused you harm or duress please feel free to contact them. These services will help you at any time about anything related to mental health issues all phone numbers listed are free of charge to call.

Samaritans <https://www.samaritans.org/ireland/how-we-can-help/contact-samaritan/>

Phone Number: 116 123

Aware Address: 9 Leeson Street Upper, Dublin 4, D04 KD80

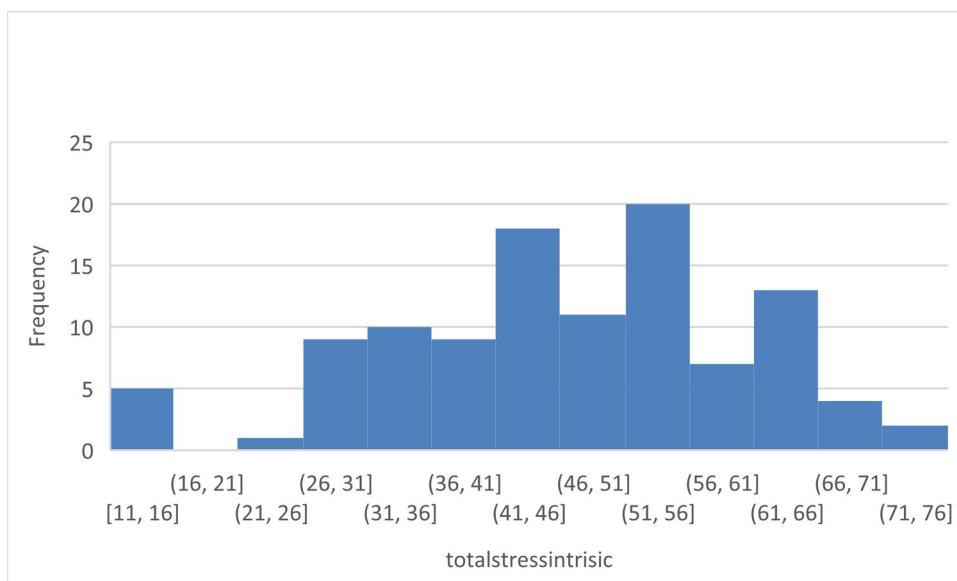
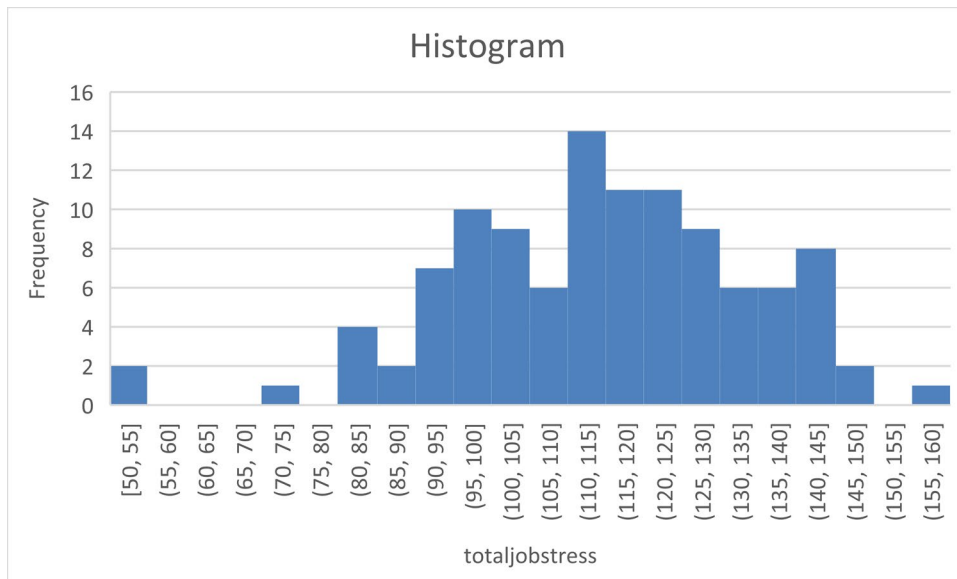
Email: supportmail@aware.ie

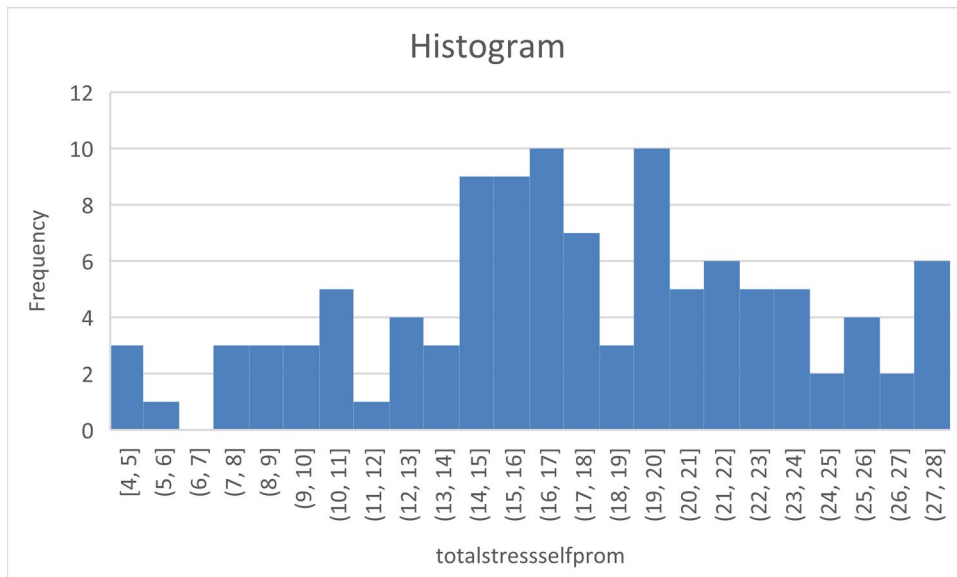
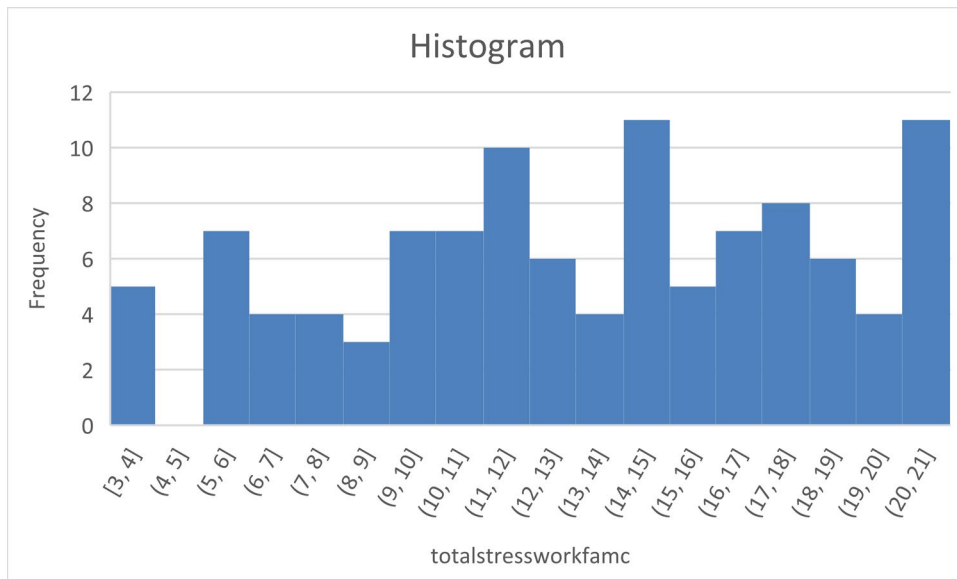
Phone number: 01 661 7211

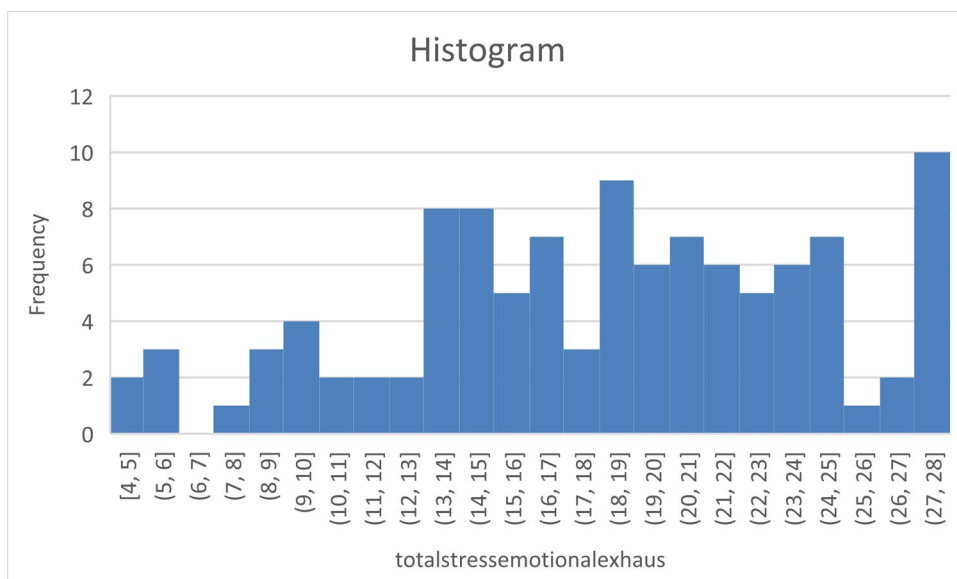
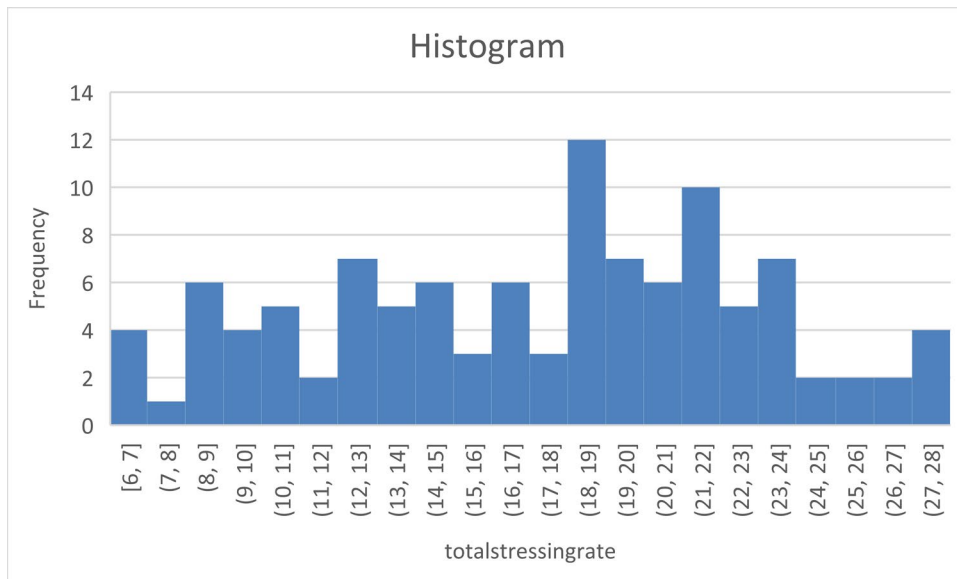
Reach out Ireland Address: 32 William St S, Dublin 2, D02 NC

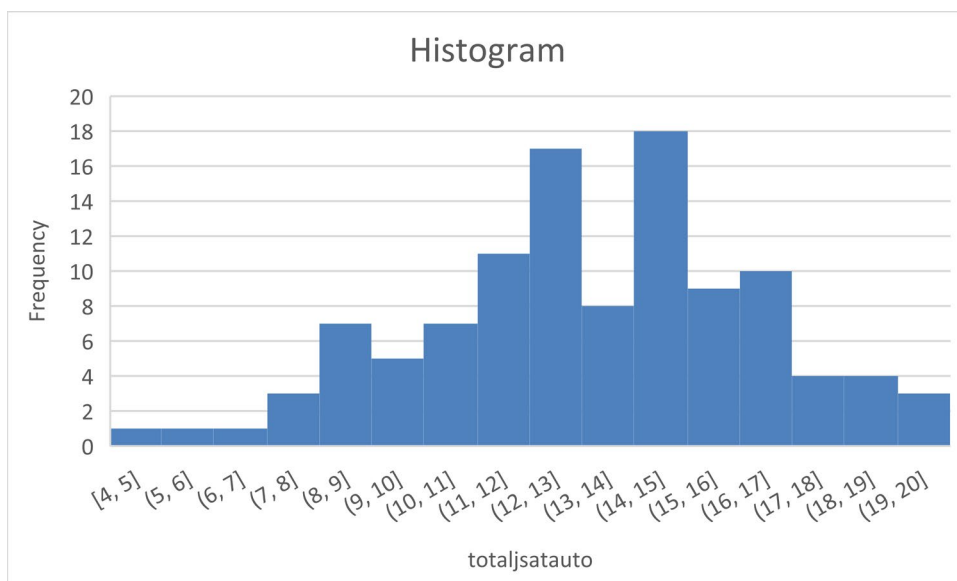
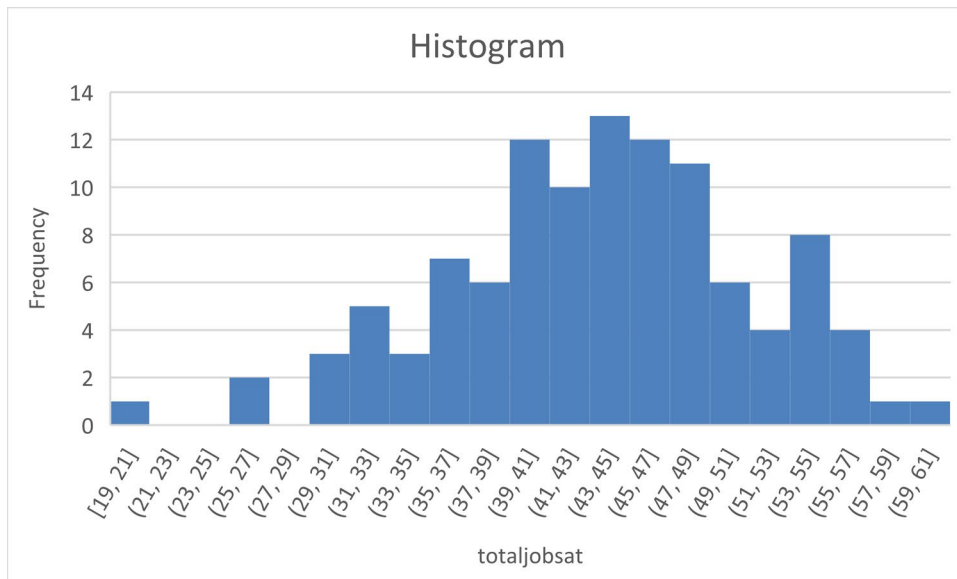
Appendix I

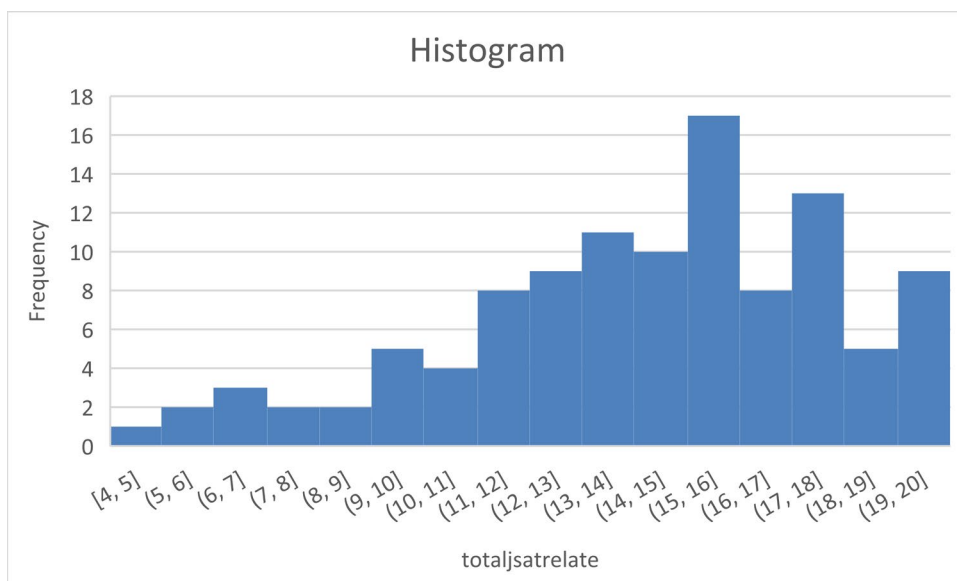
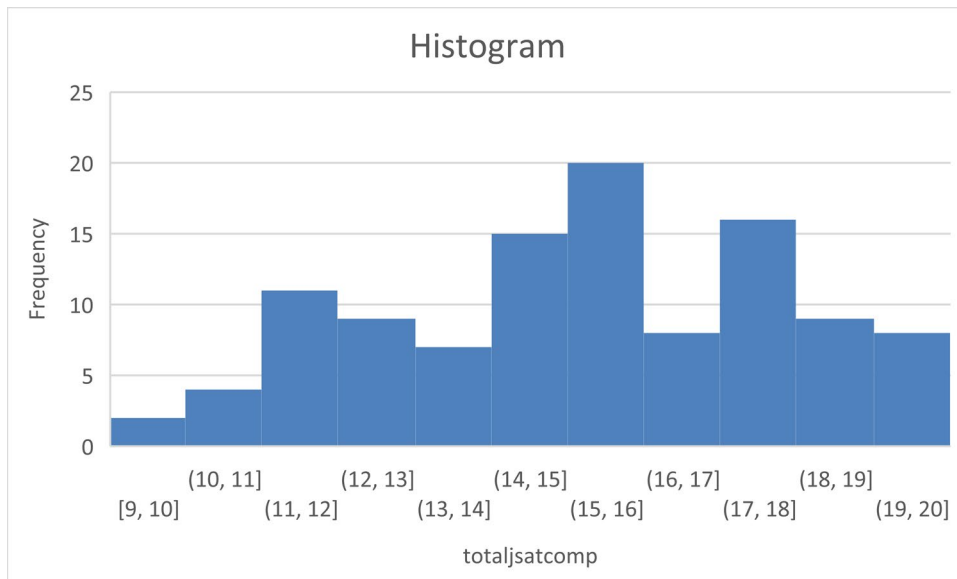
Histograms

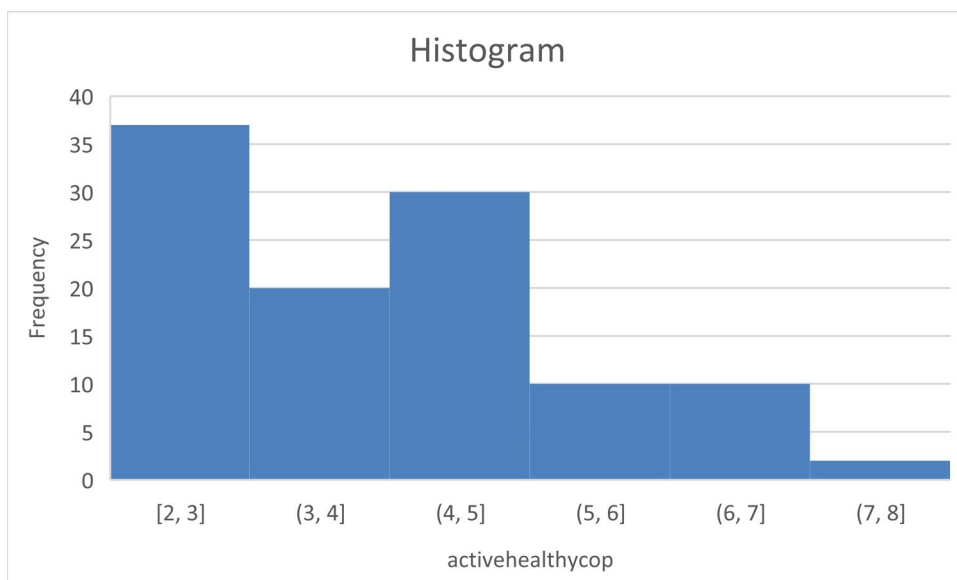
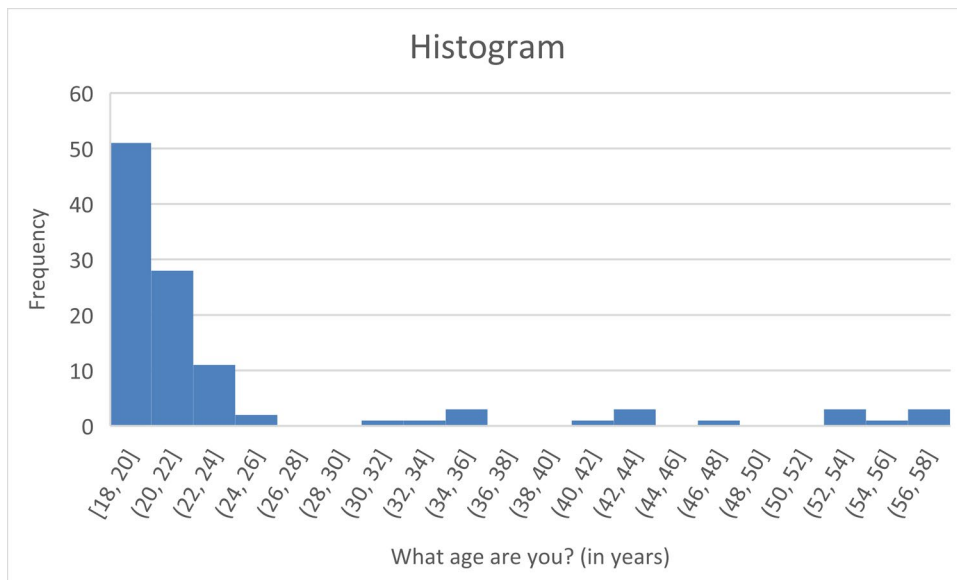


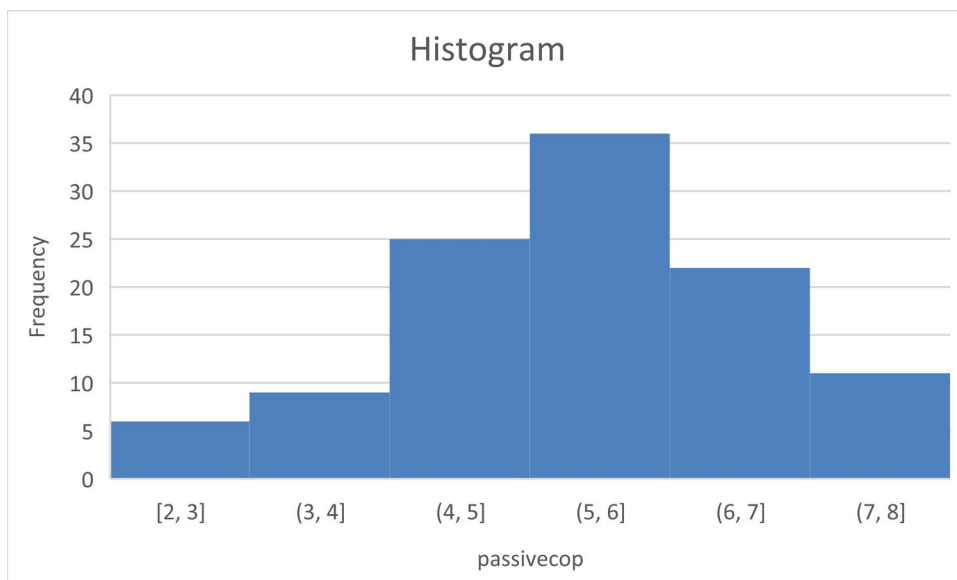
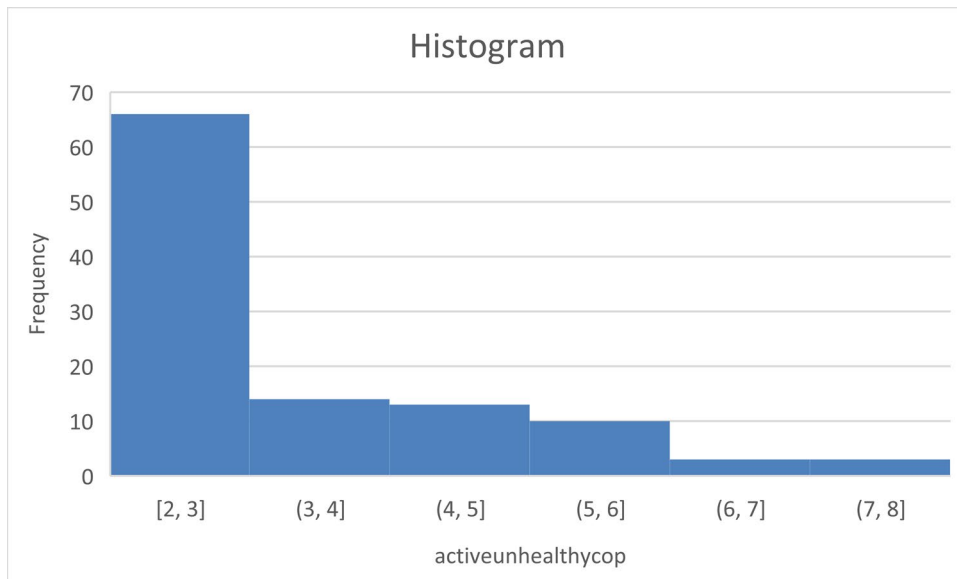


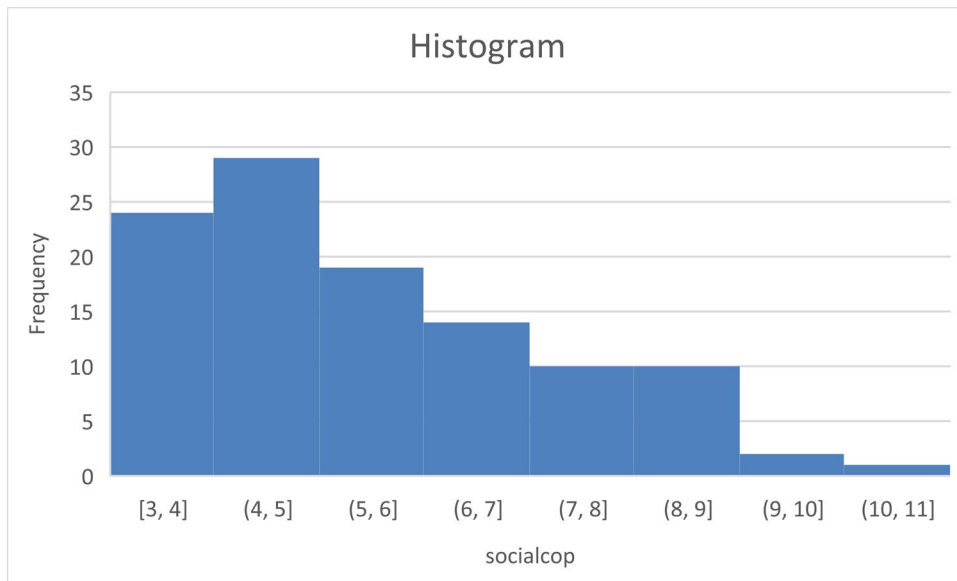












Appendix J

SPSS data file and output example

88 : Gender 2 Visible: 103 of 103 Variables

	Gender	Age	Industry	JSatAuto1	JSatAuto2	JSatAuto3	JSatAuto4	JSatcomp1	JSatcomp2	JSatcomp3	JSatcomp4	jsa
1	1	19	1	2	3	4	3	3	4	4	4	4
2	1	21	3	4	4	4	4	4	4	4	4	4
3	1	20	1	5	4	5	3	4	5	3	2	2
4	1	20	5	4	4	4	3	5	5	5	4	4
5	1	20	3	3	2	2	3	3	3	3	3	3
6	1	20	4	4	2	2	3	3	2	4	4	4
7	1	21	2	3	3	2	4	4	4	4	4	4
8	1	20	4	4	4	4	3	5	4	5	5	5
9	1	21	1	3	4	3	3	4	4	4	4	4
10	1	20	1	4	4	4	5	4	4	5	5	5
11	1	20	3	3	3	3	4	4	4	4	4	4
12	2	20	5	2	1	3	3	4	3	5	5	5
13	1	22	3	3	3	2	3	4	4	4	3	3
14	1	43	5	4	4	4	4	5	5	5	5	5
15	1	22	1	5	2	4	2	3	4	5	3	3
16	1	22	5	4	4	3	4	4	5	4	5	5
17	1	20	2	3	3	3	2	4	4	5	5	5
18	1	19	3	4	3	3	3	4	3	5	3	3
19	1	21	1	2	2	2	2	4	4	5	5	5
20	1	19	2	4	3	4	4	4	4	4	4	4
21	1	18	2	4	2	3	3	4	5	5	4	4
22	1	20	1	5	4	5	4	5	4	4	3	3
23	1	21	1	5	5	5	5	5	5	3	3	3
24	1	20	2	3	1	1	1	5	3	5	4	4
25	2	21	1	3	4	4	4	4	4	4	4	4
26	1	20	5	5	4	4	4	5	5	5	5	5

Data View Variable View

IBM SPSS Statistics Processor is ready Unicode:ON Classic

- Case Processing Summary
- Descriptives
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- activehealthycop
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- Detrended Normal Q-
- Boxplot
- passivecop
- Title
- Histogram
- Normal Q-Q Plot
- Detrended Normal Q-
- Boxplot
- socialcop
- Title
- Histogram
- Normal Q-Q Plot
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- ANOVA
- ANOVA Effect Sizes
- Robust Tests of Equality of
- Post Hoc Tests
- Title
- Multiple Comparisons
- Homogeneous Subsets
- Title
- totaljobsat

		Levene Statistic	df1	df2	Sig.
totaljobsat	Based on Mean	.539	5	102	.746
	Based on Median	.592	5	102	.706
	Based on Median and with adjusted df	.592	5	97.312	.706
	Based on trimmed mean	.535	5	102	.749

ANOVA

totaljobsat		Sum of Squares	df	Mean Square	F	Sig.
Between Groups		535.973	5	107.195	1.933	.095
Within Groups		5655.879	102	55.450		
Total		6191.852	107			

ANOVA Effect Sizes^{a,b}

totaljobsat		Point Estimate	95% Confidence Interval	
			Lower	Upper
totaljobsat	Eta-squared	.087	.000	.163
	Epsilon-squared	.042	-.049	.122
	Omega-squared Fixed-effect	.041	-.049	.121
	Omega-squared Random-effect	.009	-.009	.027

- a. Eta-squared and Epsilon-squared are estimated based on the fixed-effect model.
- b. Negative but less biased estimates are retained, not rounded to zero.

Robust Tests of Equality of Means

totaljobsat		Statistic ^a	df1	df2	Sig.
Welch		2.057	5	29.514	.099
Brown-Forsythe		2.060	5	65.184	.082

a. Asymptotically F distributed.

