

The consideration of nerve pressures arising from work and its role in reducing the organization productivity in Fars province Red Crescent Society

¹Mehrzad Sarfarazi (Corresponding Author), ²Sholeh-Sadat Ehteshami

¹Instructor and PhD Candidate, Faculty of Management and Accounting, Qazvin Branch, Islamic Azad University, Qazvin, Iran

²Researcher of Iranian National Center for Globalization Studies, Tehran, Iran

Abstract: Stress is a physical or emotional depression arises from real or imaginary matters and problems. Stress can cause numerous damages to the individuals and organizations. It is the people's reflection against the threatening environment characteristics. The aim of current research is to consider the association between the influences of nerve pressures arising from work (work stress) on reducing the organization productivity in Fars province Red Crescent society. The research method is measuring –descriptive. The research statistical samples include all the managers of the 3 branches of master, middle and operational, as well as the employees of Fars province Red Crescent society which are 463 people of the cities of Firooz –abad, Lamerd, Shiraz, Fasa, Neyriz, Jahrom, Gerash, Khonj, Lar, Evaz, Darab, and Kazeroon. 106 samples were selected at random through cluster sampling method. The questionnaires were distributed among the samples and 94 of them were returned to the researcher. The research questionnaire contains 30 questions which are regulated according to research hypotheses by the researcher. In order to measure the validity of the questionnaire, the validity of the contents is used. The Alpha cronbach method is used to estimate the measurement tool reliance of this research. The data statistical processing is done within the NINITAB and SPSS software environments. The research results regarding the main hypotheses of the study, have shown that Fars province Red Crescent employees believe that nerve pressures are not considered as factors to reduce the productivity. However, they believe that they may sustain a loss or damage in their working environments which is one of the causes of their organization productivity reduction. Regarding the first derivative hypothesis of the research, it can be concluded that the more important the employees careers, the less stress. The results of the second derivative hypothesis of the research show that the large volume of tasks and works lead to more stress in employees. The research results also support the third derivative hypothesis and show that the more conflicts in roles of the employees, the more stress they will experience. However, the fourth hypothesis is not supported. Therefore, the conflicts of employees personal relationships with other colleagues and managers do not lead to stress.

[Mehrzad Sarfarazi, Sholeh-Sadat Ehteshami. **The consideration of nerve pressures arising from work and its role in reducing the organization productivity in Fars province Red Crescent Society..** *Life Sci J* 2012;9(4):2502-2510] (ISSN:1097-8135). <http://www.lifesciencesite.com>. 370

Keywords:

Nerve pressures arising from work –nerve pressure consequences –effective factors in making stress productivity –organizational productivity.

Introduction:

Due to the studies, the majority of employees of organizations have considered those symptoms which show their depression or stress. According to one of the conducted researches, reducing those problems and matters which lead to the employees' stress at their working environments, is considered as one the responsibilities of the organization management. Thus, deliberating the amount of stress arising from working environment matters and problems can make the management aware of the employees mental and physical health. So, in case stress negative symptoms are seen, necessary decisions will be made by the management to diminish the stress and to guide the organizational environment toward its improved level that leads to the highest point of employees productivities. Since, in today industrial world, the people are highly engaged in life and work concerns,

the intensive social activities of these societies, Particularly in civil lives and in organizations, negate the individuals peace and calm and involve them in mental and nerve pressures at times.

The first step to leave these mental pressures, is to recognize the nerve pressures making factors. Then, to decrease the amount of stress, it is necessary to do some changes, both in life and working environments, such as reducing the social commitments, changing the life path and place movement. Similarly, if mental pressures happen continuously, other approaches can also be used to dominate the stress. In this research, we will seek the answer to this question that whether or not there are any relationships between nerve pressures arising from work and reducing the organization productivity. We will also seek the answers to other questions such as :

Do the nerve pressures resulted from work (stress) lead to mental tension?

Do the nerve pressures resulted from work (stress)lead to reduction of employees performances ?

Do the nerve pressures resulted from work (stress) influence the accessibility of an organization to its predetermined goods ?

Are the managers organization able to control and diminish the nerve pressures resulted from work (stress)?

Measuring the nerve pressure at the organization:

The most recognized consequences of nerve pressures relate to companies and organizations, and among all of them statistics related to the absences comes at first. This statistics demonstrates the employees daily absences percents in their work environments.

However, it cannot be concluded that the company with the highest amount of absences undoubtedly suffers the employees nerve pressures more than other companies (for instance in some particular industrial companies happenings such as employees injuries or damages, are the main causes of their absences. In fact, sometimes some of the companies suffer the presence of their employees; the presence of unqualified and tired employees who like the absents, do not have any benefits and advantages to the companies. The individuals with nerve pressures prefer not to stay at homes. They want to be at their work place (Montazeri, 1383, p14).

Diagram 1: the research conceptual model

- A valuable job
- Reducing the productivity
- The high volume of work
- Nerve pressure arising from work
- The role conflict
- The contrast in employees relationship
- The Research Objectives

The main goal: Discovering the relationship between nerve pressures arising from work (stress) and the reduction of productivity.

The derivative goal:

- 1:Discovering the relationship between the volume of work nerve pressures arising from work (job stress).
- 2:Discovering the relationship between the role ambiguity and amount of nerve pressures arising from work.
- 3:Discovering the relationship between the contrast of employees personal and the amount of nerve pressures arising from work.

4:Discovering the relationship between personal symptoms of stress and employees job securities.

The research hypotheses and the main hypothesis:

There is a significant relationship between nerve pressures arising from work (stress) and reduction of organization productivity.

The derivative hypothesis:

1:It seems that the more valuable job leads to less stress.

2-It seems that the high volume of work causes stress among employees.

3-It seems that the conflict in roles lead to stress among employees.

4-It seems that contrast of employees personal relationships with other colleagues and managers lead to stress.

The research methodology:

The research method is a collection of rules, tools, reliable and systematic ways for considering the facts, discovering the ambiguities, and the accessibility to problem solutions (Ezzati.1376,p20).

The measuring research selects the small and large groups and considers the psychological and sociological mutual relations by studying those selected samples (Kerlinjer,Fred, Ann,1374,p213).

The sample society includes assumptive or real members to which the research results are transferred.(Delavar,1384,p167). the sample society is a collection of all the elements sharing one or more common features (Hooman,1373,p147) due to the research goals. The method of this research is measuring –descriptive.

The statistical samples of the research include the managers of three branches (master, middle and operational).

The sampling and sample volume determination method:

The sample volume is the whole elements of a sample. The sample size depends on the nature of a society and the purpose under the consideration. (Sarukhani. 1377, p157).

The sampling procedure of this research is cluster method. In order to determine the necessary sample, first of all among Fars provinces Red Crescent groups including Shiraz, Firooz Abad, Lamerd, Fasa, Neiriz, Jahrom, Grash, Khonj, Lar, Evaz, Darab, and Kazeroon, samples were selected at random and by referring to every one of these groups the statistics related to the number of the employees were discovered. The whole statistical samples contain 115 people including the managers of all ranks as well as the employees. According to the below formula, 106 people were chosen as sample volume and about 106 questionnaire were distributed among them. At last, 94 questionnaires were returned to the researcher.

$$n = \frac{ntS^2}{nd + t^2 S^2} = \frac{364 \times 1/96^2 \times /29^2}{436 \times /5^2 + 1/96^2 \times /29^2} = 106$$

Table 1 shows the statistical society and necessary sample volume:

THE Data collection and measurement tool:

The questionnaire is identified as a most common method of data collection (Delavar,1384,p120)

The measurement tool of this research is the researcher-made questionnaire. This questionnaire contains 30 inquiries which are designed based on Likert spectrum, that measures the research hypotheses. First of all, the answerer must reply to public questions such as gender, age, education level, work and experience background and...

The validity of the measurement tool:

The concept of validity answers this question that to what extent the measurement tool, measures the intended Feature. Without knowing the validity of the measurement tool, one can not rely on the related Findings (Sarmad and Friends, 1379,p170).

In order to measure the validity of the questionnaire of this research, the validity of the contents is used. There Fore, the questionnaire inquiries were regulated by the researcher and other staff, through studying the related scientific literature and theories. Then, they were offered to the experts and after necessary reformations, profiting by experts opinions and the confirmation of the validity of the contents, the questionnaire was supported and made ready in order to be distributed among statistical samples.

The reliance of measurement tool.

The reliance of measurement tool means that to what extent the measurement tool leads to the equal results within the different conditions.

The reliability index range is usually from zero (The lack of communication)to +1 (full communication) (Sarfarazi,1382,p113). To calculate the reliability index of a measurement tool, the Cronbach Alfa method has been used. This method is used for calculating the inside coordination of measurement tool such as the questionnaires or tests which measures the various features. In this type of measurement, the response to each question can be diverse numerical amounts. In order to calculate the Cronbach Alfa index, the grade variances of every questionnaire inquiries subcategories (or sub-test) as well as the general variance, must be computed first. Then, the Alfa index amount should be figured out through this formula:

Ra=

In which:

J=The number of sub categories of the test questionnaire inquires.

S21=the variance of the M sub –test.

S2=The variance of the general test.(Sarmad and friends,1378,p169)

The research findings:

The tables of frequency distribution:

The consideration of related questions about the main hypothesis of the research.

The main question of the research: The nerve pressures arising from work (stress), reduce the organizational productivity.

Table 2 shows the consideration of questions related to the main hypothesis of the research.

According to the Findings of the above table, the average grade of the 1st question is equal to 3/25m, the second question: 3/27, the third question: 2/69, the fourth question: 3/61, the fifth question: 2/8.

The highest collective percent of agree and fully agree with 56/4, related to the fifth question (I think in my working environment, there is a possibility to be damaged while doing the tasks): In contrast, the Lowest collective percent of agree and fully agree with 21/3, related to The fourth question (I do not like my job, but I can not take a risk and change my working path).

The average grade of the answers have been fluctuated from 2/69 to 3/61 which indicates the amount of answerers agreement with the effect of nerve pressures arising from work (stress), on reduction of organizational productivity.

Table 3: The comparison of the average grade of nerve pressure index with standard grade.

$$H_o = M \geq 3$$

$$H_1 = M < 3$$

H_o = The nerve pressures arising from work (stress) do not lead to the reduction of organizational productivity.

H_1 = The nerve pressures arising from work (stress) lead to organizational productivity.

The average grade o the answerers were 3/25, with the standard deviation of 0/967.

With respect to the fact that the observed t at the level of $p < 0/01$, has not been significant, the zero presumption is not rejected. In other words the nerve pressures arising from work (stress), do not lead to an organizational productivity reduction. The employees believe that nerve pressures are not considered as productivity reduction factors.

The examination of questions related to the research first derivative hypothesis

The first derivative question of the research:

It seems that, the more important one's job is, the less stress she/he may have.

Table 4 shows the examination of questions related to the research first derivative hypothesis

Due to the above findings, the average grade of question 6 is : 2/29, question 7: 2/10, question 8: 1/52, question 9: 2/15, question 10: 3/01. The highest percent alternatives of "agree" and "fully agree", with 93/6, relate to the eighth question (If I do a job which I am really interested in, I can perform the tasks better), and the lowest percent of collective alternatives of "Fully agree" and "agree", with 49, relate to the tenth question (I quit doing any entertainments because I am fully engaged in the job).

The average grade of the answers have been, fluctuated between 9/52 to 3/01 which indicates the agreement amounts of answerers with the influence of job importance on stress reduction:

Table 5 shows the comparison of the average grade of job importance improvement index, with the standard grade.

$$H_o = M \geq 3$$

$$H_1 = M < 3$$

H_o = In case, there is a more important job, the stress will not be reduced.

H_1 = The more important work, the less stress.

The average grades of the answerers have been 2/20, with the standard deviation of 0/629.

As the observed t at the level of $p < 0/01$ has been significant, the zero presumption is rejected.

The examination of questions related to the research second derivative hypothesis:

The second derivative question:

It seems that the high volume of work lead to employees stress.

Table 6 shows the examination of questions related to the research second derivative hypothesis:

According to the above findings, The average grade of question 11 is equal to 2/56, the twelfth question: 2/83, the thirteenth question: 2/89, the fourteenth question: 2/02, the fifteenth question: 2/81, and the sixteenth question: 2/90.

The highest collective percent of the alternatives "Fully agree" and "agree" with 64/9, relate to the question 11 (I don't feel inner calmness if there is much to do at work place), and the lowest collective percent of "Fully agree" and "agree", relate to the 14th and 16th questions (I don't agree to take the tasks to home However, I have to do it at times) and (I feel I am not able to look after my household members Due to the high volume of work to be done).

The answerers average grades have been fluctuated from 2/02 to 2/90 which indicates the agreement of the answers with the influence of high volume of work on the increase of stress.

Table 7 shows the comparison of the average grade of the high volume of work index with the standard grade.

$$H_o = M \geq 3$$

$$H_1 = M < 3$$

H_o = The high volume of work do not lead to the employees stress.

H_1 = The high volume of work lead to the employees stress.

The average grade of the answerers have been 2/67 with the standard deviation of 0/629. Due to the fact that the observed t in the level of $p < 0/01$ has been significant, the zero presumption is rejected. In other words, the high volume of work leads to the enhancement of employees ' stress.

The examination of questions related to the research third derivative hypothesis:

The third derivative hypothesis: It seems that, the role conflict leads to stress among the employees.

Table 8 shows the examination of questions related to the research third derivative hypothesis

Table 9 shows the examination of question related to research fourth derivative hypothesis.

According to the above findings, the average grade of question 23 is equal to 2/37, question 24: 2/94, question 25: 3/67, question 26: 2/95, question 27: 2/72, question 28: 3/56, question 29: 2/46 and question 30: 3/85. The highest collective percent of alternatives "Fully agree" and "agree" with 69/9, relate to the twenty – third question (I like to be at a busy environment and in communication with other people), and the lowest collective percent of the alternatives "Fully agree" and "agree" with 17, relate to the thirtieth question (The people do not accept my request and make me disappointed).

The average grade of the answers has been fluctuated from 2/37 to 3/58 which shows the agreement of the answerers with the influence of employees personal relationships with other colleagues and managers on the stress.

Table 10 shows the comparison of the grade average of contrast index in personal relationships, with the standard grade.

$$H_o = M \geq 3$$

$$H_1 = M < 3$$

H_0 = The contrast of employees personal relationships with other colleagues and managers does not lead to the stress.

H_1 = The contrast of employees leads to the stress.

The grade average of the answerers has been 3/063 with the standard deviation of 0/897. Due to the fact that the observed t at the level of $p < 0/01$ has not been significant, the zero presumption is not rejected.

In other words,

The contrast in personal relationships with other colleagues and managers does not lead to stress.

The independent T test:

Table 11 shows the comparison of average grades of both female and male answerers regarding the research indices.

Due to the fact that the observed T at the level of $p < 0/05$ has not been significant, there is no difference between the opinions of female and male answers. Similarly, from female and male's points of view, the influence of nerve pressure on the reduction of productivity, the influence of high volume of work on stress, the influence of the conflict on stress and influence of contrast in employees job – related relationships on stress, are all the same. According to male's opinions, the highest influence is on the effect of nerve pressures on productivity reduction and then, on the influence of contrast in employees job – related relationships on stress, The influence of the high volume of work on stress, the influence of the role conflict on stress and the influence of job importance on productivity reduction, respectively. However, women think that the highest influence is on the effect of nerve pressures on productivity reduction and then, on the influence of the contrast in employees job-related relationships on stress, the influence of role conflict on stress, the influence of high volume of work on stress and the influence of job importance on stress reduction, respectively.

Conclusion and suggestions:

1: the analysis of the main question of the research:

The main question of the research:

The nerve pressures arising from work (stress) Lead to the productivity reduction.

The findings analysis related to the above hypothesis indicate that the grade average of nerve pressures influence has been 3/25 with the standard deviation of 0/967.

Due to the fact that observed T at the level of $p < 01$ and ($p = 0/000$) has not been significant, the employees believe that the nerve pressures are not the Factors of productivity reduction.

The analysis of those indices related to nerve pressures has shown that the highest influence of nerve pressure on organizational productivity reduction, relate to the fifth question (I think there is a possibility to be damaged while working at my job place) with 56/4. In other words, most of the Red Crescent employees believe that, at their job environment, there is a possibility to be damaged and this is one of the factors of organizational productivity reduction.

According to the research Findings, it can be concluded that, working environments must be secured from being damaged

The examination of the research first derivative question:

It seems that, the more important job, the less stress.

The analysis of the findings related to the research first and derivative question shows that, the grade average of the influence of job importance on the reduction of stress has been 2/20, with the standard deviation of 0/624. Due to the fact that the observed T at the level of $p < 01$ and ($p = 0/000$) has been significant, with the probability of 0/99 it can be concluded that in case there is an important job, the stress will be reduced. In other words, the Red crescent employees believed, due to the employees self – confidence and credit. The analysis of the indices related to the influence of job importance on the reduction of stress shows that the highest effect of job importance on the stress reduction relates to the eighth question (In a job which I am really interested, I can do my duties better if I play my role correctly) with 93/6. In other words, the most employees of the Red Crescent believe that in case they became employed at their favorite job, they will do their duties better. According to the findings of this research, it can be concluded that by making a correct culture among the employees, i.e by showing the importance of their jobs and taking their jobs into consideration, the stress of employees can be reduced. The comparison of the females and males opinions indicate that the influence of job importance on the reduction of stress does not differ among men and women. ($p = 0/093$).

3: The examination of the research second derivative question:

It seems that the high volume of work leads to the stress among the employees.

The analysis of the findings related to the research second derivative question has shown that the grade average of the influence of the high volume of job on the stress has been 2/67 with the standard deviation of 0/629. Due to the fact that the observed T at the level of $p < 01$ and ($p = 0/000$) has been

significant, it can be concluded 99% that: the more volume of work, the more stress.

The analysis of the indices related to the influence of high volume of work on the stress indicates that the highest effect of high volume of work on stress relates to the eleventh question (I will not feel deep calm in case there is much to do) with 64/9.

In other words, most of the employees of the Red Crescent believe that if there are high volume of work, they will not feel deep calm. It can be concluded that the high volume work of the individuals must be reduced by employing new working forces, and therefore the stress will be reduced too ($p=0/109$).

The comparison of males and females opinions show that the influence of job importance on the reduction of stress does not differ among men and women ($p=0/093$).

4: The examination of the research third derivative question:

It seems that the role conflict leads to the employees' stress.

The analysis of the research third derivative question has indicated that the grade average of the influence of role conflict on stress has been 2/66, with the standard deviation of 0/708. According to the fact that the observed T at the level of $p<0/01$ and ($p=0/000$) has been Significant, with the probability of 0/99, it can be concluded that:

The more role conflicts, the more stress.

The analysis of the indices related to the influence of a role conflict on stress has shown that the highest effect of conflicts in employees roles on stress relates to the nineteenth question (I hate waiting in most of the queues), with 73/4. In other words, most of the Red Crescent employees believe that they hate waiting in most of the queues.

Due to the research findings, it can be concluded that, The jobs which are assigned to individuals should contain coordinated duties so as to save the employees from being confused and minimize their stress. ($p=0/200$).

The comparison of the female and male answers opinions has shown that the influence of conflicts in employees roles does not differ among men and women.

5: The examination of the research Fourth derivative question:

It seems that the contrast in employees personal relationships with other colleagues and managers Lead to stress.

The analysis of the research fourth derivative question has shown that the grade average of the influence of the contrast in employees personal relationships with other colleagues and managers on

the stress has been 3/063, with the standard deviation of 0/697.

Due to the fact that the observed T at the level of $p<0/01$ and ($p=0/000$) has been significant, with the probability of 0/99, it can be concluded that there is not any significant relationships with other colleagues and managers and the stress. The analysis of the indices related to the influence of the contrast in employees personal relationships with other colleagues and managers on the stress has indicated that the highest influence of the contrast in employees personal relationships with other colleagues and managers on the stress, relates to the twenty-third question (I like to be in a busy environment and in communication with other) with 69/9. In other words, most of the employees of Red crescent believe that they are interested in being in busy environments and in communication with other individuals).

According to the research findings, it can be concluded that the Fars province Red Crescent employees do not agree with that the contrast in employees personal relationships with other colleagues and managers, Leads to the stress. Thus, the non coordinated jobs, do not have any influence on employees work, either.

The comparison of female and male answers opinions has illustrated that the influence of the contrast in employees personal relationships with other colleagues and managers on the stress, does not differ among men and women ($p=0/100$).

The suggestions regarding research Findings:

1: Due to the Fact that the job importance Lead to the reduction of stress among the employees, the significant indices should be identified and emphasized to them so, The superior managers should pay attention to the inferior employees by encouraging them.

2: Due to the Fact that the high volume of work causes stress among the employees, it is suggested to categorize the tasks and assign specified work for the employees working hours in order to diminish their stress.

3: According to the Fact that the conflict in employees, roles causes stress among, them, it is suggested to coordinate the individuals, tasks and duties through appropriate programming, to reduce their stress.

Because, the having the conflict in one's tasks and duties, causes confusion and decreases the performance.

4: It is suggested to be more relationships between employees and managers. In this way, the employees will be more sensitive about their tasks and the managers will be aware of their employees

duties, so as to offer strategies for eliminating the deficiencies.

5: It is suggest to display the employees tasks, not only as a pecuniary duty, but also as a spiritual one; Thus they will be more careful while working.

6: It is suggested to poll the employees and managers of the organization. So, those factors which cause the stress among the employees, will be identified and eliminated. In this way, the employees productivity will be enhanced.

According to the above findings, the average grade of the seventeenth question is 2/56, The eighteenth question: 1/71, the nineteenth question: 2/09, the twentieth question: 3/27, the twenty – first question: 2/90 and the twenty second question: 3/40. The highest collective percent of the alternatives "Fully agree" and "agree" with 73/4, relate to the nineteenth question (I hate waiting in long queues), and the lowest collective percent of the alternatives "Fully agree" and "agree" with 30/9, relate to the twenty – second question (The organizational climate and environment is not compatible with my interests and spirits).

The average grade of the answers has been fluctuated from 1/71 to 3/40 which indicates the agreement of the answerers with the influence of role conflict on employees stress.

Table 12: The comparison of the average grade of role conflict index, with the standard grade

$$H_0 = M \geq 3$$

$$H_1 = M < 3$$

H_0 = The role conflict does not lead to the employees stress.

H_1 = The role conflict Leads to the employees stress.

The average grade of the answerers has been 2/66, with the standard deviation of 0/708. Due to the Fact that the observed at the level of $p < 0/01$ has been significant, the zero presumption is rejected.

In other words, the role conflict leads to employees stress.

The examination of questions related to the research Fourth derivative hypothesis:

The research fourth derivative hypothesis: It seems that the contrast in employees personal relationships with other colleagues and managers lead to stress.

Table 1:the statistical society and necessary sample volume:

row	city	Number of employees	Number of distributed questionnaires	Number of returned questionnaires by the employees
1	Firooz-Abad	9	8	7
2	Lamerd	14	13	12
3	Shiraz	19	17	17
4	Fasa	8	8	7
5	Neyriz	6	6	4
6	Jahrom	9	6	6
7	Gerash	9	9	9
8	Khonj	12	11	11
9	Lar	7	7	6
10	Evaz	6	5	4
11	Darab	8	8	6
12	kAZEROON	8	8	7
total	12	115	106	94

Table 2: The consideration of questions related to the main hypothesis of the research.

Alternative		question1	question2	question3	question4	question5
Fully agree	Frequency	13	7	25	12	20
	Percent	13/8	7/4	26/6	12/8	21/3
agree	Frequency	19	29	28	8	33
	Percent	20/2	30/9	29/8	8/5	35/1
Without any ideas	Frequency	14	10	7	9	7
	Percent	14/9	10/6	7/4	9/6	7/4
Fully opposed	Frequency	22	25	19	37	12
	Percent	23/4	26/6	29/8	39/4	12/8
Opposed	Frequency	23	22	15	26	22
	Percent	24/5	23/4	26/6	27/7	23/4
The collective percent of "Fully agree" and "agree"		34	38/3	26/4	21/3	56/4
Average		3/25	3/27	2/69	3/61	2/8
Standard		1/41	1/32	1/45	1/33	1/50

Table 3: The comparison of the average grade of nerve pressure index with standard grade.

Index	Average	standard deviation	t	p
Nerve pressure	3/25	0/967	2/48	0/99

Table 4: The examination of questions related to the research first derivate hypothesis

Alternative		question6	question7	question8	question9	question10
Fully agree	Frequency	24	26	54	39	20
	Percent	25/5	27/7	57/4	41/5	21/3
agree	Frequency	40	45	34	31	26
	Percent	42/6	47/9	36/2	33	27/7
Without any ideas	Frequency	16	11	2	7	4
	Percent	17	11/7	2/1	7/4	4/3
Fully opposed	Frequency	4	5	1	4	17
	Percent	4/3	5/3	1/1	3/4	18/1
Opposed	Frequency	9	5	2	13	25
	Percent	9/6	5/3	2/1	13/8	26/6
The collective percent of "Fully agree" and "agree"		68/1	75/6	93/6	74/5	49
Average		2/29	2/10	1/52	2/15	3/01
Standard deviation		1/18	1/05	0/78	1/37	1/6

Table 5: The comparison of the average grade of job importance improvement index, with the standard grade.

Index	Average	standard deviation	t	p
Job experience	2/20	0/629	-11/94	0/000

Table 6: The examination of questions related to the research second derivative hypothesis:

Alternative		question11	question12	question13	question14	question15	question16
Fully agree	Frequency	23	16	11	27	24	14
	Percent	24/5	17	11/7	28/7	25/5	14/9
agree	Frequency	38	33	38	52	27	32
	Percent	40/4	35/1	40/4	55/3	28/7	32
Without any ideas	Frequency	6	12	13	3	3	12
	Percent	6/4	12/8	13/8	3/2	3/2	12/8
Fully opposed	Frequency	11	14	14	10	22	19
	Percent	11/7	14/9	14/9	10/6	23/4	20/2
Opposed	Frequency	16	18	18	2	18	16
	Percent	17	19/1	19/1	2/1	19/1	17
Collective percent of "Fully agree" and "agree"		64/9	52/1	52/1	48/9	54/2	48/9
Average		2/56	2/83	2/89	2/02	2/81	2/90
Standard		1/41	1/46	1/33	0/97	1/51	1/35

Table 7: The comparison of the average grade of the high volume of work index with the standard grade.

Index	Average	standard deviation	t	p
The high volume of work	2/67	0/629	-5/02	0/000

Table 8: The examination of questions related to the research third derivative hypothesis

Alternative		question17	question18	question19	question20	question21	question22
Fully agree	Frequency	21	39	42	12	19	6
	Percent	22/3	41/5	44/7	12/8	20/2	6/4
agree	Frequency	33	48	27	21	25	23
	Percent	35/1	51/1	28/7	22/3	26/6	24/5
Without any ideas	Frequency	10	4	9	14	12	14
	Percent	10/6	4/3	9/6	14/9	12/8	14/9
Fully opposed	Frequency	17	1	6	23	18	29
	Percent	18/1	1/1	6/4	24/5	19/1	30/9
Opposed	Frequency	13	2	10	24	18	22
	Percent	13/8	2/1	10/6	25/5	19/1	23/4
Collective percent of "Fully agree" and "agree"		57/4	12/6	73/4	35/1	47/8	30/9
Average		2/56	1/71	2/09	3/27	2/90	3/40
Standard		1/37	0/78	1/32	1/39	1/44	1/26

Table 9: The examination of question related to research fourth derivative hypothesis.

Alternative		question23	question24	question25	question26	question27	question28	question29	question30
Fully agree	Frequency	20	9	3	20	16	6	20	3
	Percent	21/8	9/6	3/2	21/3	17	6/4	21/3	3/2
agree	Frequency	45	29	18	24	35	16	40	13
	Percent		30/9	19/1	25/5	37/2	17	0/6	13/8
Without any ideas	Frequency	47/129	29	10	11	14	15	14	17
	Percent		30/9	10/6	11/7	14/9	16	14/9	18/1
Fully opposed	Frequency	12/58	10	39	17	17	31	8	23
	Percent		10/5	41/5	18/1	18/1	33	8/5	26/5
Opposed	Frequency	51/13	16	24	22	12	25	11	38
	Percent	11/7	17	25/5	23/4	12/8	26/6	11/7	40/4
The collective percent of "Fully agree" and "agree"		69/9	40/9	22/3	46/8	54/3	23/7	64/5	17
Average		2/37	2/94	3/67	2/95	2/72	3/56	2/46	3/58
Standard		1/223	1/227	1/14	1/49	1/29	1/23	1/25	1/19

Table 10: The comparison of the grade average of contrast index in personal relationships, with the standard grade.

Index	Average	The standard deviation	t	p
The contrast of personal relationships	3/063	0/697	0/88	0/810

Table 11: The comparison of average grades of both female and male answerers regarding the research indices.

Index	Female		Male		t		D
	average	variance	average	variance			
nerve pressure	3/45	0/85	30/16	1/01	1/33		0/185
job importance	2/38	0/69	2/13	0/59	1/69		0/093
The high volume of work	2/66	0/58	2/67	0/65	-0/05		0/95
The role conflict	2/69	0/80	2/63	0/66	0/34		0/73
The contrast in personal relationships	3/22	0/65	2/95	0/68	1/6		0/100

Table 12: The comparison of the average grade of role conflict index, with the standard grade

Index	Average	The standard deviation	t	p
role conflict	2/66	0/708	4/58	0/000

References:

- 1-kreitner, Robert qand Angele kinicki, Organizational Behavior, 2nd edition, Boston, MA:IRWN 1991
- 2-Nelson, Debra L.and Jeams Cempbell Quick, Understanding Organizational Behavior:A Multimedia Approach, Cincinnati, Ohio:South-Western, 2002.
- 3-George Jennifer M. and Gareth R Jones, Undeestanding and Managing Organizational Behavior edititon Reading, Massachussts:Addisson-Wesley,1999
- 4-Schermerhorn, Jr, John R, James G.Hunt, and Richard N.Osborn, Managing Organizational Behavior, 5th edition, New York : John Wiley, 1994
- 5-Jamal Muhammad, "Relationship of Job Stress and Type A Behavior to Employees Job Satisfaction, Organizational Commitment, Psychosomatic Health Problems, and Turnover Motivation", Human Relations, August 1990,pp 727-738.
- 6-Tipgos, M.A., "The Things That stress Us" Management World, June-August 197,pp.17-18.
- 7- Girdano,D.A., G.Everly, Jr.and D. E. Dusek, Controlling stress and Tension:A Holiistic Approach, 3rd ed., Englwood Cliffs,N.J.:Prentice Hall,1990.

10/10/2012