

Using Quantitative and Qualitative Approaches to Study Job Stress in Different Cultural, Gender, and Occupational Groups

Cong Liu, Paul Spector, and Lin Shi

Background

- Job stress research
 - Job stressors
 - Job strains
 - The relations between job stressors and job strains
- Job stress in special populations
 - Cultural groups
 - Gender groups
 - Occupational groups

Quantitative Vs. Qualitative Method

- Quantitative approach: Rating scales
 - Mean comparisons
 - Relation comparisons
- Qualitative approach: Stressful Incident Record
 - Replicate the quantitative results
 - Group-specific job stressors and strains

Job Stress in Different Cultures

- Individualistic US vs. Collectivistic China
- Hypothesis 1a. US employees would perceive higher level of job autonomy than Chinese employees; however, US employees would still report more stressful incidents related to lack of job control.
- Hypothesis 1b. US employees would experience more anger/frustration whereas Chinese employees would experience more anxiety/depression.
- Hypothesis 1c. Country would moderate the relation between job autonomy and job satisfaction. There would be a stronger job autonomy – job satisfaction relation in the U.S. than in China.

Job Stress for Men and Women

- The Institute for Social Research Model (Katz & Kahn, 1978)
- Different gender roles expected for men and women (Iwasaki, Yoshi, MacKay, & Ristock, 2004)
 - Men: Finances; women: social life (McDonough & Walters, 2001)
 - Hypothesis 2a. Women would experience more interpersonal conflict at work than men.
- The *differential vulnerability hypothesis* (McDonough & Walters, 2001; Roxburgh, 1996)
 - Hypothesis 2b. Women would experience more job strains than men
 - Hypothesis 2c. Gender would moderate the relation between interpersonal conflict and job satisfaction. Specifically, the relation would be stronger for women than for men.

Job Stress in Different Occupations

- Occupation-specific job stress models (e.g., Pousett & Hanse, 2002)
- Hypothesis 3a. University faculty would experience higher level of job autonomy than support staff.
- Hypothesis 3b. University support staff would experience more job strains than faculty.
- Hypothesis 3c. Occupational level would moderate the relation between job autonomy and job satisfaction. Specifically, the relation would be stronger for university staff than for faculty.

Method

- Participants
- Measurement
 - Quantitative scales
 - Job autonomy
 - Interpersonal conflict
 - Frustration
 - Depression
 - Job satisfaction
 - Qualitative scales
 - Stressful Incidents Record (Keenan & Newton, 1984)
- Procedure

	US	China
Male	134	129
Female	198	173
Faculty	173	166
Staff	159	136
Quantitative	300	286
Qualitative	179	187
Total	336	312

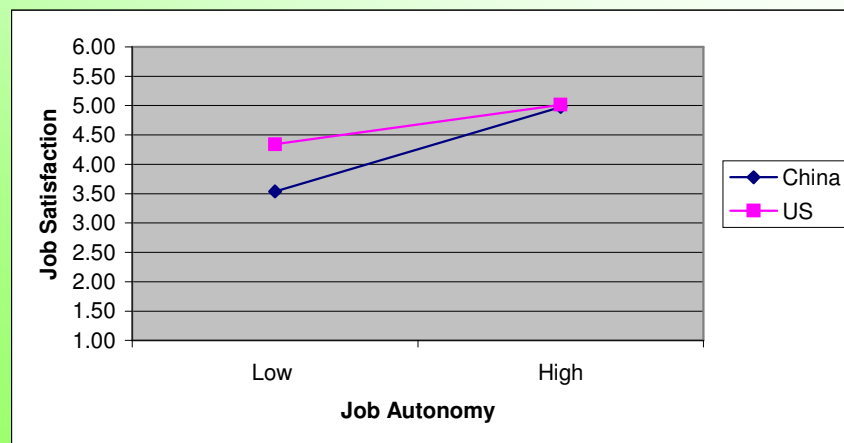
Culture-Specific Job Stressors and Strains

Job stressors	US	China	Job strains	US	China
1. Constraints	42	47	1. Anger	41	18
2. Workload	42	33	2. Anxiety	19	65
3. Conflict	38	38	3. Frustration	22	0
4. Lack of control	38	6	4. Overwhelm	13	2
5. Job evaluations	3	21	5. Helplessness	2	11
6. Work mistakes	6	22	6. Sadness	13	8
7. W-F conflict	3	7	7. Withdraw	4	2
Other	7	13	8. Energy	6	9
Overall	179	187	Other	22	26
			Overall	142	141
$(\chi^2 = 52.53, df = 7, p = .001)$			$(\chi^2 = 72.84, df = 7, p = .001)$		

Cultural Comparisons in Specific Job Stressors and Strains

- Job stressors
 - Quantitative job autonomy: US > CN ($t = 7.58$, $df = 578$, $p = .001$)
 - Qualitative job control: US > CN ($\chi^2 = 28.08$, $df = 1$, $p = .001$)
- Job strains
 - Quantitative results:
 - Frustration: No difference
 - Depression: CN > US ($t = -1.74$, $df = 568$, $p = .08$)
 - Qualitative results:
 - Anger/frustration: US > CN ($\chi^2 = 11.93$, $df = 1$, $p = .001$; $\chi^2 = 24.45$, $df = 1$, $p = .001$)
 - Anxiety/helplessness: CN > US ($\chi^2 = 30.15$, $df = 1$, $p = .001$; $\chi^2 = 6.06$, $df = 1$, $p = .001$)

Culture Moderates the Relation between Job Autonomy and Job Satisfaction



($\Delta R^2 = .009$, $p < .05$)

Gender-Specific Job Stressors and Strains

Job stressors	Male	Female	Job strains	Male	Female
1. Constraints	15	27	1. Anger	11	30
2. Workload	21	20	2. Frustration	6	15
3. Conflict	10	28	3. Anxiety	10	9
4. Lack of control	10	28	4. Overwhelm	4	9
5. Work mistakes	6	0	5. Sadness	4	9
Other (e.g., W-F conflicts)	8	5	Other (e.g., helplessness)	11	22
Overall	70	108	Overall	46	94

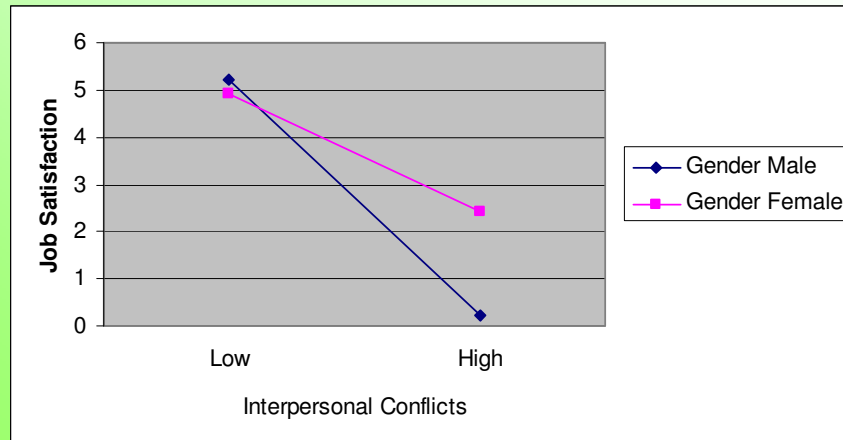
$(\chi^2 = 22.21, df = 5, p = .001)$

Gender Comparisons in Specific Job Stressors and Strains

- Job stressors
 - Quantitative results: No significant difference in *interpersonal conflicts*
 - Qualitative results: Women reported more *interpersonal conflicts* ($\chi^2 = 3.43, df = 1, p = .046$)

- Job strains
 - Quantitative results: Women experience higher level of *depression* ($F = 4.13, df = 1, p = .04$)
 - Qualitative results: No significant difference

Gender Moderates the Relation between Interpersonal Conflict and Job Satisfaction



($\Delta R^2 = .009, p = .098$)

Occupation-Specific Job Stressors and Strains

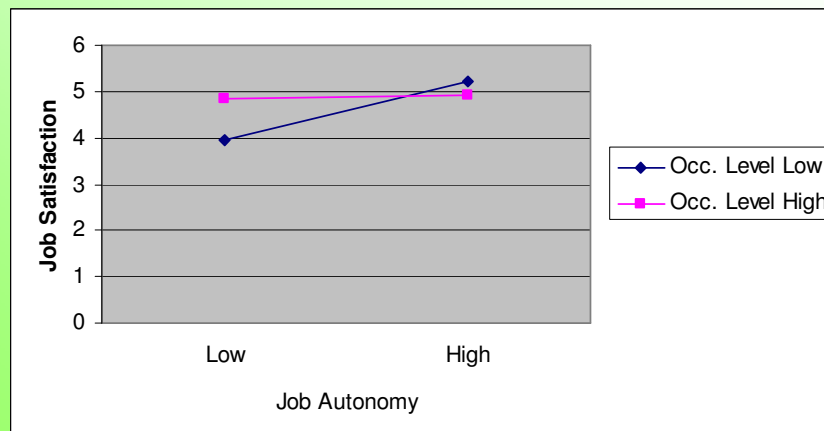
Job stressors	Faculty	Staff	Job strains	Faculty	Staff
1. Constraints	25	17	1. Anger	28	13
2. Workload	26	16	2. Frustration	6	16
3. Conflict	17	21	3. Anxiety	12	7
4. Lack of control	20	18	4. Overwhelm	8	5
5. Work mistakes	6	0	5. Sadness	9	4
Other (e.g., W-F conflicts)	9	4	Other (e.g., helplessness)	17	16
Overall	103	76	Overall	80	61

($\chi^2 = 11.87, df = 5, p = .04$)

Occupational Comparisons in Specific Job Stressors and Strains

- Job stressors
 - Quantitative job autonomy: No significant difference
 - Qualitative job autonomy: No significant difference
- Job strains
 - Quantitative results:
 - Turnover intentions: Support > Faculty ($F = 5.92, df = 1, p = .02$)
 - Qualitative results:
 - Anger: Faculty > Support ($\chi^2 = 3.35, df = 1, p = .046$)
 - Frustration: Support > Faculty ($\chi^2 = 8.94, df = 1, p = .001$)

Occupation Moderates the Relation between Job Autonomy and Job Satisfaction



($\Delta R^2 = .016, p = .03$)

Conclusions, Limitations and Future Research

- Conclusions
- Limitations and future study