

Kanu Priya Mohan (2004). Work Specific Locus Of Control as a moderator of the relationship between Organizational Stressors and Job Related Well Being. Thesis, Research Project, Doctor of Philosophy Degree (Applied Behavioral Science Research). Bangkok: Behavioral Science Research Institute, Srinakharinwirot University. Advisory Committee: Associate Professor Pachongchit Intasuwan, Dr. Wiladlak Chuawanlee , Associate Professor Dr. Stuart Carr .

The purpose of this study was to examine the job related well-being of managers in the telecom sector in relation to some situational variables, which have been identified as “organizational stressors” in the work environment. The personality variable of work locus of control was hypothesized as a potential moderator of the relationship between the job related well-being and the organizational stressors.

Seventy-eight managerial level employees completed a survey assessing the aforementioned variables. The study sample included managers working in the telecom sector in Bangkok, Thailand, consisting of both the private sector (n=34, 43.6%) and the government sector (n=44, 56.4%).

The instruments included the measurement of organizational stressors by the three scales - Interpersonal Conflict at Work Scale, Organizational Constraints Scale and Quantitative Workload Inventory (Spector and Jex, 1998); measurement of the affective aspect of job well-being by the Job-related Affective Well-Being Scale (Van Katwyk, Fox, Spector, & Kelloway, 2000); and assessment of the employee control beliefs at work in general by the Work Locus of Control Scale (Spector, 1988). The instruments were analyzed for item discrimination. Items with low correlation were deleted using the item total correlation and the scales were modified accordingly to give high consistency of measurement.

First the relationship between the independent variables (the three organizational stressors) and the outcome variable of Job Related Affective Well-Being was investigated. As predicted the results show that the Job Related Affective Well Being has a significant negative correlation ($r=-.230$, $p<.05$) with the variable of Organizational Constraints (OCS), a significant negative correlation ($r=-.215$, $p<.05$) with the Interpersonal Conflict At Work (ICAW), but a significant positive correlation ($r=.286$, $p<.01$) with the third organizational stressor, the Quantitative Workload (QWI).

The research study also examined the relationship of the three independent variables and the outcome variable with the moderator variable of Work Specific Locus of

Control (WLOC). It was found that an external WLOC has a significant positive correlation with Interpersonal Conflict At Work (ICAW) ($r=.263$, $p<.01$), a significant positive correlation with Organizational Constraints (OCS) ($r=.128$, $p<.05$), but a significant negative correlation ($r=-.097$, $p<.05$) with Quantitative Workload (QWI). Finally, an external orientation of WLOC has a statistically significant negative correlation ($r=-.218$, $p<.05$) with the dependent variable of Job Related Affective Well Being.

The relationship among the three independent variables- the organizational stressors (ICAW, OCS, QWI) was also studied. The variable of Interpersonal conflict at work (ICAW) has positive correlation with the other two stressors- a statistically significant correlation ($r=.349$, $p<.01$) with the variable of Organizational constraints (OCS), and a positive correlation ($r=.085$, $p<.05$) with the variable of Quantitative workload. The variable of Organizational constraints (OCS) has a statistically significant positive correlation ($r=.225$, $p<.05$) with Quantitative workload. Thus, all the independent variables labeled as the organizational stressors are positively inter-correlated.

Also no statistically significant moderator effect was found by the regression analysis of Work Specific Locus of Control as the moderator of the relationship between the organizational stressors and the job related well- being.

On the basis of these results it can be concluded that for the chosen sample, the affective response at work- "job related well-being" is negatively correlated with the "organizational stressors". Also that the external "work locus of control" has a negative correlation with "job related well-being" and a positive correlation with some of the "organizational stressors" selected for the study. Results showed that the variable of "work locus of control" does not moderate the relationship between the organizational stressors and the job related well- being. We can further sum up from the results and review of literature that work related well being is a function of both the individual and the work environment. There needs to be extensive research work done before generalizing conclusions drawn from a sample, But the findings of the above research study may be stepping stones towards building a bigger model of well being at work in a specific work environment.