

## Occupational stress and job satisfaction among tribal Christian and non-Christian female nurses of Ranchi town in Jharkhand

Vandana Jayaswal<sup>1\*</sup>

### ABSTRACT

The purpose of the present study was to examine the impact of religion, marital status, and age on occupational stress and job satisfaction of tribal Christian and non-Christian female nurses of Ranchi town in Jharkhand. It was hypothesized that religion, marital status, and age significantly effect on the occupational stress and job satisfaction of tribal Christian and non-Christian female nurses. The sample of the present study consisted of 160 female nurses working in different government hospitals of Ranchi town, Jharkhand such as RIMS (Rajendra Institute of Medical Sciences) and Sadar hospital. The sample selected by stratified random sampling technique. To collect the required data, Occupational Stress Index (OSI) developed by Srivastava and Singh, (1984) and Job Satisfaction Scale (JSS) developed by Singh and Sharma, (1986/2009 Revised) applied on the female nurses. The obtained data were analyzed with the help of Mean, SD, t & ANOVA. Result shows that Tribal Christian female nurses had more occupational stress than non-Christian female nurses. Younger female nurses had more occupational stress level than older female nurses whereas, married female nurses had more job satisfaction than un-married female nurses.

**Keywords:** *Occupational Stress, Job Satisfaction & Female Nurses*

In research studies "occupational stress" has been variously termed as "job stress", "work place stress" and "organizational role stress". All these constructs overlap each other with minor distinctiveness. Occupational stress, workplace-stress, job stress and role-stress stem from a wider phenomenon, "stress" which is a complex psychological construct that people may experience everyday" (Quick et al., 1997). Occupational stress is psychological stress related to one's job. Occupational stress often stems from pressures that do not align with a person's knowledge, skills, or expectations. Job stress can increase when workers do not feel supported by supervisors or colleagues, feel as if they have little control over work processes, or find that their efforts on the job are incommensurate with the job's rewards.

Occupational stress can be explained as the physiological and emotional responses that originate when workers feel an imbalance between their work demands and their capability and/or resources to meet these demands. It is a concern for both employees and employers

<sup>1</sup>Ph.D. Research Scholar, University Department of Psychology, Ranchi University, Ranchi, India

[Corresponding Author](#)

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due to the link between stressful job conditions and employee emotional well-being, physical health, and job performance. This type of stress is primarily assessed, treated and researched by Industrial and organizational psychologists.

### ***Sources or Causes of Occupational Stress***

Cary Cooper has developed a concise yet complete list of six sources of work stress (Cooper, 1983): -

1. Job Conditions-Quantitative & qualitative work overload, people decisions, physical danger, techno stress.
2. Role Stress-Role ambiguity, gender bias and gender-role stereotypes.
3. Interpersonal Factors-Poor work and social support systems, lack of management concern for the worker, political rivalry, jealousy, or anger.
4. Career Development- Under promotion, over promotion, job security, frustrated ambitions
5. Organizational Structure-Rigid and impersonal structure, political battles, inadequate supervision or training, non-participative decision making.
6. Home-work Interface- Spillover, lack of support from spouse, marital conflict, dual career stress.

### ***Effects of Occupational Stress***

Occupational stress can lead to three types of strains: - behavioral (e.g., absenteeism), physical (e.g., headaches), and psychological (e.g., depressed mood). There are a number of physiological reactions to occupational stress including the following: -

1. Blood is shunted to the brain and large muscle groups, and away from skin.
2. Epinephrine is released into the blood.
3. There is increased activity in the sympathetic nervous system.
4. The action immune and digestive systems are temporarily reduced.

### ***Preventions/Interventions of Occupational Stress***

NIOSH (1999) advised the following statements to prevent stress in the workplace: -

1. Hold group discussions among managers, labor representatives, and employees can provide rich sources of information,
2. Design formal surveys for gathering input about stressful job conditions from large numbers of employees,
3. Short-term evaluations might be done quarterly to provide an early indication of program effectiveness or possible need for redirection,
4. Long-term evaluations are often conducted annually and are necessary to determine whether interventions produce lasting effects.

### ***The Concept of Job Satisfaction***

Job satisfaction is referred as the general attitude of employee towards their job. It is amount of pleasure contentment associated with job. When employees attitude towards his job is positive it results in job satisfaction and when it is negative it results in job dissatisfaction. (Durbin, 1988). Feldman & Arnold, (1983) defines job satisfactions the amount of overall positive effect or feelings that individuals have towards their job'. Thus, when the individual feels fair treatment, justice, and regard in the organization he feels satisfied with his full potential for the benefit of organization; job satisfaction is a positive attitude or emotional response towards once job which results when the individual gets that what he wants from his job.

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It is an emotional state; an attitude of a person towards his job which gives him pleasure, job satisfaction results by cognitive evaluation which includes the objects like feelings, beliefs and behavior towards once job, job satisfaction is a state in which a person fulfils his needs through his job; he becomes satisfied with his job because he thinks he is getting everything which he had expected through his job. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job. It relates to the total relationship between an individual and the employer for which he is paid. Satisfaction means the simple feeling of attainment of any goal or objective.

### ***Causes of Job Dissatisfaction are:***

1. Underpaid.
2. Limited Career Growth.
3. Lack of Interest.
4. Poor Management.
5. Unsupportive Boss.
6. Lack of Meaningful Work.
7. Work and Life Balance

### ***Objectives of the research work***

The main objectives of the present research were stated as below: -

1. To identify the impact of religion, marital status and age on occupational stress and job satisfaction among female nurses.
2. To study the significant differences between tribal Christian and non-Christian female nurses on occupational stress and job satisfaction
3. To study the significant differences between tribal married and un-married female nurses on occupational stress and job satisfaction.
4. To study the significant differences between younger and older female nurses on occupational stress and job satisfaction

### ***Hypotheses***

According to above mentioned objectives, following hypotheses were formulated: -

1. There will be significant main and interaction effect of religion, marital status and age on occupational stress and job satisfaction.
2. There will be significant differences between tribal Christian and non-Christian female nurses on occupational stress and job satisfaction
3. There will be significant differences between tribal married and un-married female nurses on occupational stress and job satisfaction
4. There will be significant differences between younger and older female nurses on occupational stress and job satisfaction.

## **RESEARCH METHODOLOGY**

### ***Sample***

- a. **Location:** The sample for this study drawn from the female nurses working in government hospitals located in Ranchi town such as RIMS (Ranchi Institute of Medical Sciences) and Sadar Hospital.
- b. **Size of the sample:** The sample for the present research consists of 160 female nurses.

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- c. Selection of the sample:** The selection of the sample made in two stages; In the first stage, a personal data questionnaire (PDQ) applied on tribal Christian & non-Christian female nurses, working in different government hospitals located in Ranchi town such as RIMS (Ranchi Institute of Medical Sciences) and Sadar Hospital. After collection of personal information from the female nurses, the sample divided into two broad groups of female nurses, like- tribal Christian female nurses and non-Christian female nurses. Each one further sub-divided randomly into two sub-groups of marital status (Married & Un-married female nurses) and age (Younger (25-35 yrs) & older (40-50 yrs.) nurses.

The sample drowned by using stratified random sampling technique. In total, there were 8 sample sub-groups based on 2x2x2 multi-factorial design and for each sub-group, 20 cases selected randomly. Eighty nurses from tribal Christian and rest 80 nurses from non-Christian groups randomly selected. Each sub-divided equally on the basis of above mentioned two groups of marital status and age. All groups and sub-groups were: -

- Religion: - (Tribal Christian & Non-Christian Nurses) = 2
- Marital Status: - (Married & Un-Married Female Nurses) = 2
- Age: - (Younger, 25-35 yrs. & older, 40-50 yrs. nurses) = 2

**d. The Sample Design:**

Age Groups	Tribal Christian Nurses		Non-Christian Nurses		Total
	Married	Un-Married	Married	Un-Married	
Younger (25-35 yrs.)	20	20	20	20	80
Older (40-50 yrs.)	20	20	20	20	80
Total	40	40	40	40	160

**e. Inclusion Criteria**

- Female Nurses
- Working in Government hospital
- Working place- Ranchi Town, Jharkhand
- Working since last 2-5 years
- Family income – below Rs. 50,000/- p/m (+2000/- or – 2000/-)
- Education level – above Inter- mediate or 10+2
- Tribal Christian and non-Christian Nurses
- Married & Un-Married Female Nurses
- Younger (25-35 yrs.) & older (40-50 yrs.) Female Nurses
- Nurses those who have registered at state nursing council.
- Different work experience

**f. Exclusion Criteria:**

- Nurses working in Private Hospitals
- Male nurses
- Divorced or Widow nurses
- Nurses working in rural areas
- Age below 25 & age above 50 years
- Age between 35 to 40 years
- Nurses those who are not present during data collection period and
- Those who are not willing to participate in the study

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### *Tools used for analysis*

Following tools used for the data collection: -

- 1. Personal Data Questionnaire (PDQ):** - Personal data questionnaire prepared by the researcher applied on selected sample to obtain information from them about their name, age, position, marital status, ethnicity, caste, educational level, income, parent's occupation and educational qualifications, working since, etc.
- 2. Occupational Stress Index (OSI):** Srivastava and Singh, (1984): - This scale was developed jointly by Srivastava and Singh, (1984) which measures the extent of job stress among employees of every level operating in context of industries, organizations or other non- production organizations. The scale consists of 45 items, each to be rated on 5-point scale. Out of 46 items 28 are 'true-keyed' and rest 18 are 'false-keyed'. The scores were divided in three categories to examine the level of occupational stress among employees of any organizations- High, Moderate and Low. The scores falling above +1SD, between +-SD and below -SD were categorized respectively as to indicate high, moderate and low levels of occupational stress. The reliability of the scale was tested by split-half method. It was 94 and found to be highly significant. The validity of the Occupational Stress Index was determined by computing coefficient of correlation. Highly significant correlation was found between the score on the Occupational Stress Index and the scores on measures of such job related attitudinal and motivational and personality variable.
- 3. Job Satisfaction Scale (JSS):** Singh & Sharma, (1986/2009 Revised): -The scale was developed by Singh and Sharma, (1986/2009 Revised) used to measure the level of job satisfaction of the nurses. This scale includes 5 dimensions with a total of 30 items in which 24 are positive and remaining 6 are negative statements. The present scale is a test useful to find the Job satisfaction of any category of employees in different walks of life. This scale was motivated from the works of Hoppock (1935) to Muthaya (1984) and framed on almost all known factors of job satisfaction such as work values and job rewards also. The levels of job satisfaction are measured in two types of areas: - Job intrinsic (factors lying in the job itself) & Job extrinsic (factors lying outside the job). It has 5 dimensions- Job Concrete, Job abstract, Psycho, Economic & National/Community. The scale has both positive and negative statements. Items at Sl. No.4, 13, 20, 21, 24 and 28 are negative and others are positive, so far as scoring is concerned. The positive statement carried a weight age of 4, 3, 2, 1, 0 and the negative statement carried a weight age of 0, 1, 2, 3, 4. According to these criteria the scoring was made. The total score gives a quick measure of satisfaction/dissatisfaction of employees towards their jobs. Responses to these items are made on 5-point Likert Scale format i.e. form 4, 3, 2, 1, 0. For totaling of the scores, reverse scoring is done from 0,1,2,3,4 for item numbers for 4,13,20,21,27,28. It has lowest score of 47 or below which indicates extremely dissatisfied and the high score of 74 or above indicates extremely satisfied. Respondent have to give their responses on five-point scale from Strongly Agree to Strongly Disagree. The reliability of the scale with test-retest method was found to be 0.98 while the test is also found to have concurrent validity of 0.74 and Correlation Coefficient of 0.78. Cronbach alpha technique was used for assessing the reliability.

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***Procedure of the test administration***

The permission was granted from different government hospitals located in Ranchi town such as RIMS (Ranchi Institute of Medical Sciences) and Sadar Hospital, after the establishment of rapport, PDQ (Personal Data Questionnaire), Work Motivation Questionnaire and Job Satisfaction Scales were administrated on the included nurses to collect relevant data. Then after scores were given as per the manual and data were analyzed by using SPSS (The Statistical Package of Social Sciences). The statistical method ‘F’ test was calculated and results were interpreted.

***The Plan of Analysis***

Following statistical techniques were used to analyze the data: -

- Analysis of variance (ANOVA) computed to examine the main and interaction effects of independent variables: - religion, marital status and age on each dependent variable: - occupational stress & job satisfaction.
- The significance of difference between the means of comparable groups had been computed by using ‘t’ test.
- Mean scores were illustrated through tables and figures to present a comparative picture of different groups.
- To calculate ANOVA, and ‘t’ ratio etc. SPSS (The Statistical Package of Social Sciences) used.

**ANALYSIS & INTERPRETATION**

***Table No: 01 Analysis of variance (ANOVA) showing the impact of religion, marital status and age on occupational stress among female nurses.***

Sources of Variance	Sum of Squares	Degree of Freedom	Mean Square	F ratio	p
Main effects					
A. Religion	2280.10	1	2280.10	4.98	At 0.05
B. Marital Status	62.50	1	62.50	0.13	0.71NS
C. Age	5152.90	1	5152.90	11.25	At 0.01
2-Way interaction					
AXB	11.02	1	11.02	0.02	0.88NS
AXC	3.02	1	3.02	0.00	0.93NS
BXC	0.22	1	0.22	0.00	0.98NS
3 Way Interaction					
AXBXC	220.90	1	220.90	0.48	0.49
Corrected Model	7730.68	7	1104.38	2.41	0.02
Error	69637.30	152	458.14		
Total	2966968.00	160			
Corrected Total	77367.98	159			

***\*\*Significant at 0.01/\* Significant at 0.05 /NS: -Not Significant***

***Main Effect***

**A. Religion:** Table number 01 shows that, the obtained F-value for religion was 4.98 which was found statistically significant at 0.05 So, we can say that religion produced its significant main and independent effect on occupational stress.

**B. Marital Status:** Table number 01 shows that, the obtained F-value for marital status was 0.13 which was found statistically not significant at any levels so, we can say that

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marital status didn't produce its significant main and independent effect on occupational stress.

**C. Age:** Table number 01 also shows that, the obtained F-value for age group was 11.25 which was found statistically significant at 0.01 level so, we can say that age group produced its significant main and independent effect on occupational stress.

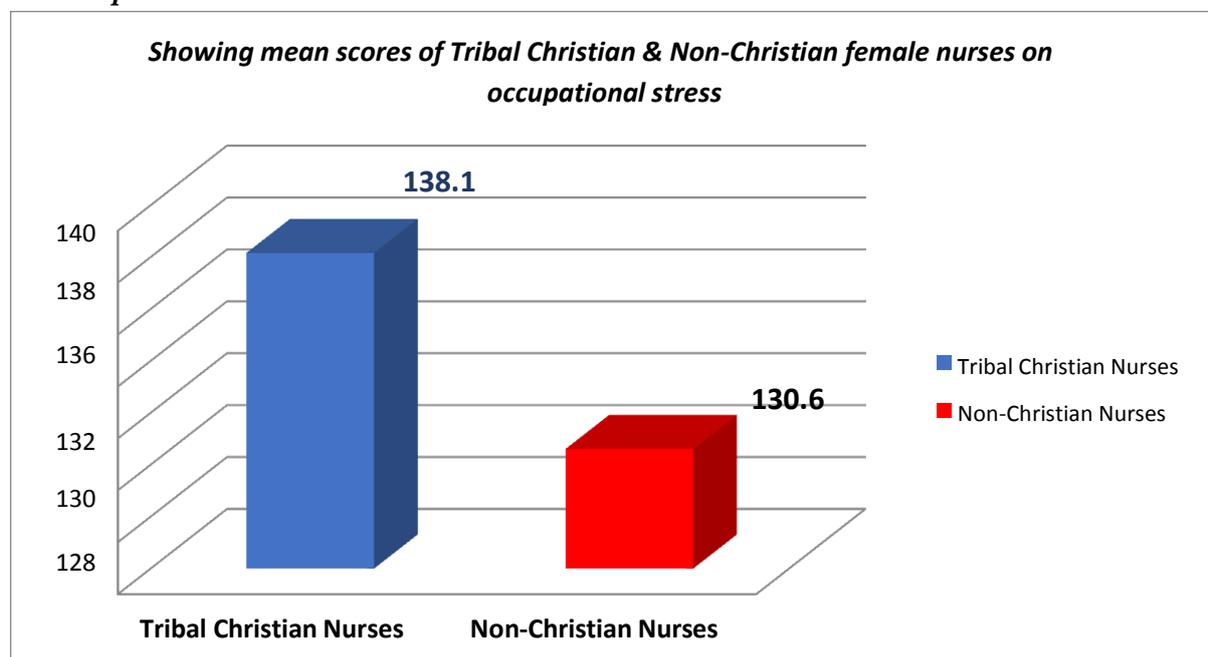
### Conclusions

Religion and Age produced its significant main and independent effect on occupational stress but marital status didn't produced its significant main and independent effect on occupational stress.

**Table No: 02 mean scores of Tribal Christian & Non-Christian female nurses on occupational stress**

Group	N	Mean	SD	Mean diff.	df	t	p
Tribal Christian Nurses	80	138.16	23.91	7.55	158	2.20	P<.05
Non-Christian Nurses	80	130.61	19.46				

**Figure No: 01 showing mean scores of Tribal Christian & Non-Christian female nurses on occupational stress.**



It was evident from table number 02 and figure number 01 that the mean score of tribal Christian nurses and non-Christian nurses were 138.16 and 130.61 respectively. The difference between the mean score of both groups on occupational stress was 7.55. SD of tribal Christian & non-Christian nurses on occupational stress were 23.91 and 19.46 respectively. The obtained t- ratio for both groups was 2.20 which were statistically significant at .05 levels. Hence the hypothesis "There will be significant main and interaction effect of religion on occupational stress among female nurses." has been accepted. It reveals that the tribal Christian nurses had more occupational stress than non-Christian nurses (138.16>130.61).

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**CONCLUSION**

Tribal Christian female nurses had more occupational stress than non-Christian female nurses.

*Table No: 03 Mean scores of Younger and Older nurses on occupational stress.*

Group	N	Mean	SD	Mean diff.	df	t	p
Younger Nurses	80	140.06	24.32	11.35	158	3.35	P<.01
Older Nurses	80	128.71	17.95				

*Figure No: 02 showing mean scores of Younger and Older nurses on occupational stress.*

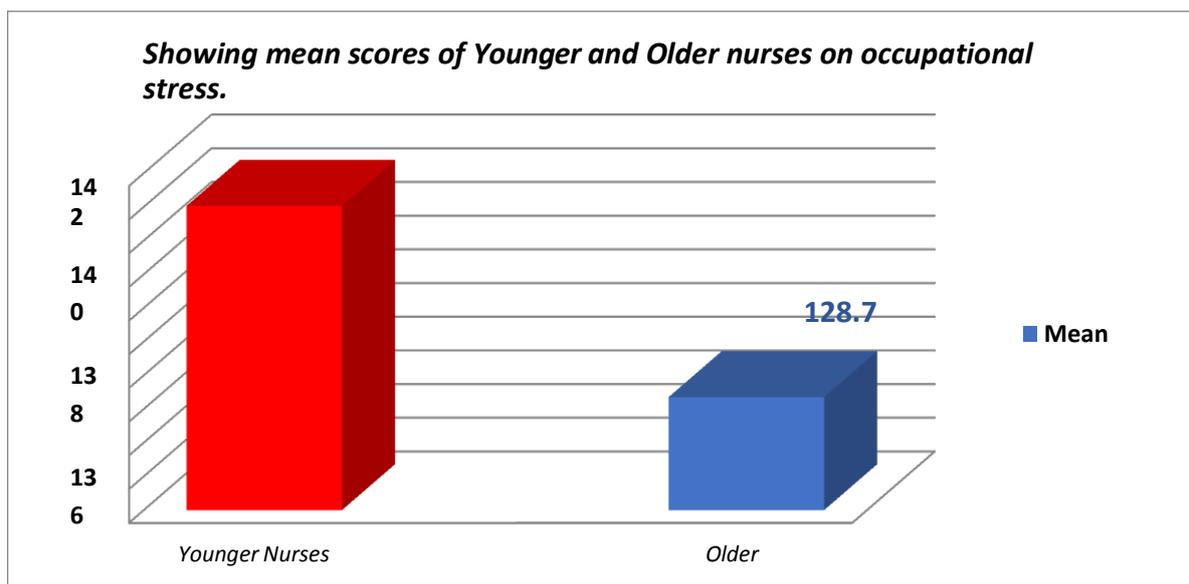


Table number 03 and figure number 02 showed that mean scores of younger and older nurses were 140.06 and 128.71 respectively and their SD was 24.32 and 17.95 respectively. The 't' ratio of both groups was 3.35 and mean difference was 11.35 which was found statistically significant at 0.01 levels. So, both groups differ significantly on occupational stress level and we can say that younger nurses had more occupational stress level than older nurses because their obtained mean score is greater than their counter parts (140.06>128.71). Hence our hypothesis "There will be significant main and interaction effect of age on occupational stress among female nurses." was accepted.

**Conclusion:** Younger female nurses had more occupational stress level than older female nurses.

*Table No: 04 Analysis of variance (ANOVA) showing the Impact of religion, marital status and age on job satisfaction among female nurses.*

Sources of Variance	Sum of Squares	Degree of Freedom	Mean Square	F ratio	p
<b>Main effects</b>					
A. Religion	589.44	1	589.44	8.50	At 0.01
B. Marital Status	350.76	1	350.76	5.05	At 0.05
C. Age	2.78	1	2.78	0.04	0.84NS
<b>2-Way interaction</b>					
AXB	21.68	1	21.68	0.31	0.57

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Sources of Variance	Sum of Squares	Degree of Freedom	Mean Square	F ratio	p
AXC	9.56	1	9.56	0.13	0.71
BXC	186.84	1	186.84	2.70	0.10
3 Way Interaction					
AXBXC	472.31	1	472.31	6.81	0.01
Corrected Model	1633.38	7	233.34	3.36	0.00
Error	10540.14	152	69.34		
Total		160			
Corrected Total	12173.51	159			

*\*\*Significant at 0.01/\* Significant at 0.05/NS: -Not Significant*

**Main Effects**

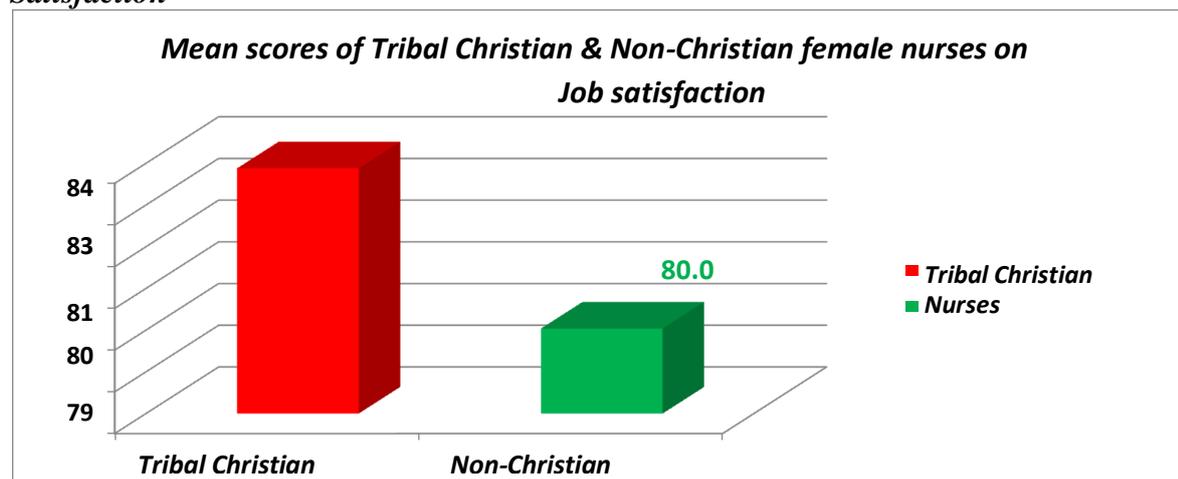
- A. Religion:** Table number 04 shows that obtained F-value for religion was 8.50 which was found statistically significant at 0.01 levels. So, we can say that religion produced its significant main and independent effect on job satisfaction.
- B. Marital Status:** Table number 04 shows that obtained F-value for marital status was 5.05 which were found statistically significant at 0.05 levels. So, we can say that marital status also produced its significant main and independent effect on job satisfaction.
- C. Age:** Table number 04 shows that obtained F-value for age was 0.04 which was found statistically insignificant. So, we can say that age didn't produce its significant main and independent effect on job satisfaction.

**Conclusions:** Religion and Marital status produce its significant main and independent effect on job satisfaction whereas; Age didn't produce its significant main and independent effect on job satisfaction.

**Table No: 05 mean scores of Tribal Christian & Non-Christian female nurses on Job Satisfaction.**

Group	N	Mean	SD	Mean diff.	df	t	P
Tribal Christian Nurses	80	83.88	9.01	3.84	158	2.83	P<.01
Non-Christian Nurses	80	80.04	8.08				

**Figure No: 03 mean scores of Tribal Christian & Non-Christian female nurses on Job Satisfaction**



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Table number 05 and figure number 03 showed that mean scores of tribal Christian nurses and non-Christian nurses were 83.88 and 80.04 respectively and their SD was 9.01 and 8.08 respectively. The 't' ratio between these two groups was 2.83 and mean difference was 3.84 which was found statistically significant at 0.01 levels. So, both groups differ significantly on Job Satisfaction level and we can say that tribal Christian nurses had more Job Satisfaction level than non-Christian nurses because their obtained mean score was greater than their counter parts (83.88>80.04). Hence the hypothesis "There will be significant main and interaction effect of religion on job satisfaction among female nurses." was accepted.

**Conclusion**

Tribal Christian female nurses had more job satisfaction than non-Christian female nurses.

**Table No: 06 Mean scores of married and un-married nurses on job satisfaction.**

Group	N	Mean	SD	Mean diff.	df	t	p
Married Nurses	80	83.43	8.38	2.96	158	2.16	P<.05
Un-married Nurses	80	80.47	8.90				

**Figure No: 04 Mean scores of married and Un-Married nurses on Job Satisfaction.**

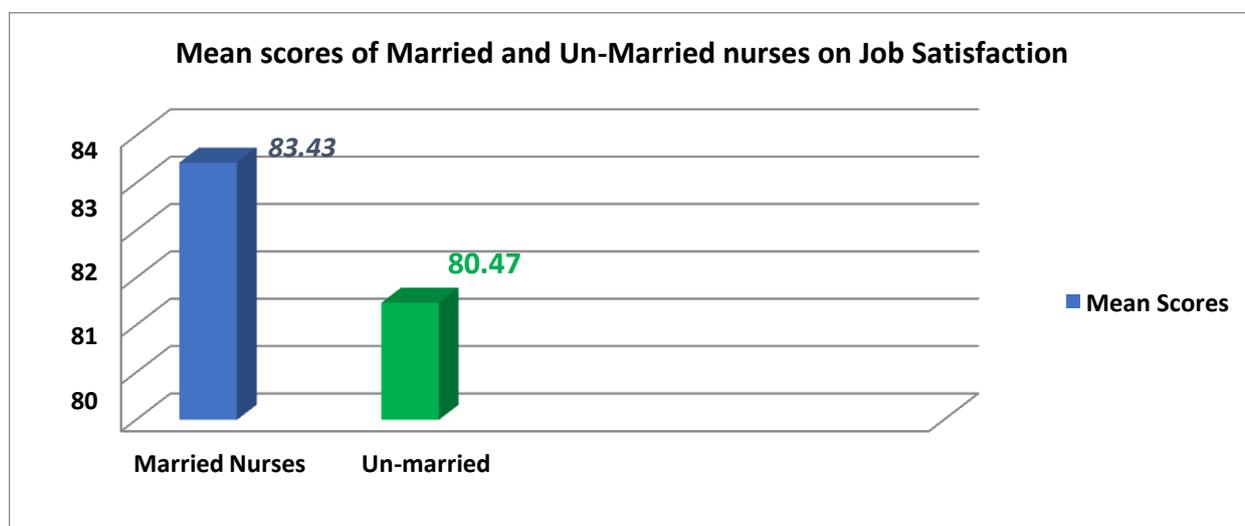


Table number 06 and figure number 04 showed that mean scores of married and un- married nurses were 83.43 and 80.47 respectively and their SD was 8.38 and 8.9 respectively. The't' ratio between these two groups was 2.16 and mean difference was 2.96 which was found statistically significant at 0.05 levels. So, both groups differ significantly on job satisfaction level and we can say that married nurses had more job satisfaction level than un-married nurses because their obtained mean score is greater than their counter parts (83.43>80.47). Hence the hypothesis "There will be significant main and interaction effect of marital status on job satisfaction among female nurses." was accepted.

**Conclusion:** Married female nurses had more job satisfaction than un-married female nurses.

## MAIN FINDINGS/CONCLUSION

*Impact of religion, marital status and age on occupational stress among female nurse.*

1. Religion and Age produced its significant main and independent effect on occupational stress whereas, marital status didn't produce its significant main and independent effect on occupational stress.
2. Tribal Christian female nurses had more occupational stress than non-Christian female nurses.
3. Younger female nurses had more occupational stress level than older female nurses.
4. Impact of religion, marital status and age on job satisfaction among female nurses.
5. Religion and Marital status produced its significant main and independent effect on job satisfaction whereas, age didn't produce its significant main and independent effect on job satisfaction.
6. Tribal Christian female nurses had more job satisfaction than non-Christian female nurses.
7. Married female nurses had more job satisfaction than un-married female nurses.

### *The limitations of the study*

Following were the limitations of the present research

1. This study had few independent variables such as- religion, marital status and age. If more independent variables such as nature of hospital (Government or Private) and work experience of female nurses and gender were taken then the study would be more effectively.
2. Female nurses in rural hospitals were not considered in this study.
3. The study was limited to a sample of 160 female nurses of Ranchi town, Jharkhand due to time, effort and cost. If the sample size would be larger, the results could be generalized.
4. In the present research, samples have been taken only from Ranchi town, Jharkhand. So, reference and study area of this research is very small. For better result samples from districts of Jharkhand might be included.

### *The Implications of the research*

1. This study provides evidence that improvements in job satisfaction can boost work efficiency and performance of workers. Nurses' job satisfaction directly affects their behavior and performance; therefore, it needs to be given more attention to them.
2. It can be concluded from the study that there is strongly relationship between job satisfaction, and occupational stress and performance of nurses or other employees. If a nurse is highly satisfied from her job and highly motivated from her profession then her work proficiency and performance will be better than any other nurses who are less satisfied and more work stress in her job.
3. The present study highlights the research gap in the area of occupational stress, and job satisfaction of female nurses of Ranchi, Town, Jharkhand.

### *The Suggestions for the future works*

1. New researchers may include other independent variables such as experience of nurses, nature of job or nature of hospital- government or private to show their effect on occupational stress, work motivation and job satisfaction.
2. New researchers may include another dependent variable like- burnout etc.

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3. The further research may be replicated on large samples, so that the result may be generalized.
4. The further research may be including other districts of Jharkhand.
5. The further research may include other type of employees like teachers, doctors, labours or engineers etc.

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***Conflict of Interest***

The author declared no conflict of interest.

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