

Psychological Stressors and Job Satisfaction among Employees Working in Ain Shams University

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Abstract

Background: As psychological stressors are social and physical environment circumstance that challenges the adaptive capabilities and resources of people .job life is one of the important parts of our daily lives which cause a great deal with stress. As jobs occupy an important part of workers' life, job satisfaction constitutes a key component of life satisfaction and individual well-being in general. **The aim of the study was to** assess psychological stressors and job satisfaction among employees in Ain shams university. **Research design:** A descriptive exploratory design was used; Subjects; it was conducted on 750 employees from faculty of nursing and faculty of commerce –Ain Shams university. **Data were collected using :** Socio-demographic interviewing sheet, job stress scale, job satisfaction scale. **The results showed that,** near three quarter of the employees under study were female and at university level of education, more than two fifth of them had severe level of job stress and the main source of their work stress founded from low salary, work over load and lack of proper appreciation from supervisors. **It concluded :** more than two third of studied subject had dissatisfaction with their job, and there was a highly statistical significant relation founded between total job satisfaction and psychological stressors among empolyees understudy. **Recommendations:** Establish a psychoeducational programme for employees to enhance their stress bearing capacity and improve their job performance.

Key words: Psychological Stressors- job satisfaction, employees.

Introduction

Stress is a dynamic condition in which an individual is confronted with an opportunity, demand, or resource related to what the individual desired and for which the outcome is perceived to be both uncertain and important (Liu, 2018).

Occupational stress is a serious problem and work-related stress defined as “the reaction people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope”. Stress occurs in a wide range of work circumstances but is often made worse when

employees feel they have little support from supervisors and colleagues and where they have little control over work or how they can cope with its demands and pressures (WHO, 2018).

Most individuals devote more than one third of their lives engaging in work, which could lead to benefit of work, such as income, a sense of meaning, increased self-esteem, a sense of identity, and work satisfaction, thus improving general well-being. However, depending on the job tasks, work climate, and access to supports, work can also lead to stress (Edanna, 2017).

Job satisfaction can be generally defined as an employee's attitude towards his

job and it is “pleasurable or positive emotional state, resulting from the appraisal of one’s job experiences”. In striving to achieve a more motivated and better performing workforce, job satisfaction is an important predictor of several critical negative and positive work outcomes. It has negative relationships with negative work outcomes such as turnover. On the contrary, it has positive relationships with positive work outcomes such as productivity (Naqvi et al., 2013).

Nurses play an important role in reducing job stress of employees through conducting a management training program including resilience training, stress management courses, annual reviews and appraisals, and personal developments plans, and wellbeing programs in university to create awareness of their levels of strain and coping strategies. And enhance their conflict resolution skills that can help them to prevent conflict among themselves in the organizations (Kneisl., 2013).

Significance of the study

The World Health Organization, (2006) emphasizes in the Protecting Workers Health Series that persistence of stress without management could exert various negative effects on both workers and the companies they work for. Effects on workers may include physiological health (musculoskeletal, cardiovascular), psychological health (anxiety, depression), as well as the worker's cognition and behaviors. Despite stress does not represent a health impairment in itself, yet, stress is the first sign alarming for such harmful physical and emotional consequences (Aubke, 2016).

Job satisfaction also has important implication for economic outcomes, being a significant predictor of job mobility and sickness absences. Job stress and job

satisfaction are important factors affecting workforce productivity (Chen, 2009). So, it is important to assess psychological stressors and job satisfaction among employees working in Ain Shams University for maintaining their mental health, and helping them to deal positively with their job stressors, and achieving their role.

Aim of the Study

The aim of this study is to assess psychological stressors and job satisfaction among employees working in Ain Shams University through:

1. Assessing sources of stress among employees working in Ain Shams University.

2. Assessing the level of job satisfaction among employees working in Ain Shams University.

Research question:

What are the sources of stress among employees working in Ain Shams University?

What are the level of job satisfaction among employees working in Ain Shams University?

Subjects and Methods: Research design:

Descriptive and exploratory research design was utilized for this study.

Research setting:

The study was conducted at faculty of nursing (practical faculty, and faculty of commerce(theoretical faculty) in Ain Shams University. Researcher meet every group of employees in their office. The faculty of nursing have about nine offices and 16

small office. While faculty of commerce constitute about 15 big office and 25 small office.

Subjects:

The sample was convenient sample. The subjects of the present study included 750 employees who matched the following criteria:

- From different educational levels
- Both sex men and women.
- Agree to participate in the study.

Tools of study

Data were collected using the following tools:

1-Interviewing Questionnaire: It was designed by the researcher based on review of related literatures. It included Socio-demographic data such as (Age, sex, marital status, occupation, education.. etc.

2-Psychological work stress scale:-It was designed by the researcher based on review of related literatures to assess psychological work stress. It composed of 25 items divided in two parts:-

I. Impact of work stressor on psychological aspect of employees.

II. Impact of work stressor on social aspect of employees.

Scoring system:

Psychological work stress score was calculated as the following: each sentence has score ranging from 1 to 4.

- * Agree responses were given (4)

grade, strongly agree (3) grade, disagree (2) grade, and agree (1).

Total score

- * No stress $1 < 25$.
- * Mild stress $25 < 50$.
- * Moderate stress $50 < 75$.
- * Sever stress 75-100

3.Job satisfaction scale:-

This scale was designed by the researcher after reviewing the related article to assess job satisfaction among employees. The scale composed of 38 items.

Scoring system:

The scale composed of 38 items and it is based on likert at four points (agree= (1) – strongly agree= (2) –disagree = (3) - strongly disagree = (4)).

Total job satisfaction scale was calculated as 1 <76 unsatisfied. 76 – 100 satisfied.

Tools validity and reliability

To achieve the criteria of trustworthiness of the tools in this study, the tools were tested and evaluated for their face and content validity, and reliability. Face and content validity is tested by three professors in psychiatric mental health nursing. To ascertain relevance, clarity and completeness of the tools, professors elicited responses, which were either agree or disagree for the face validity and content reliability. The items on which 85% or more of the professors have agreed were included in the proposed tool. The required corrections and modifications were done.

The reliability of the tools was assessed through measuring their internal consistency by Cronbach Alpha Coefficient test. It was proved to be high, as in the following table:-

Tools	Cronbach Alpha Coefficient		
	Reliability	Face validity	Statistical validity
Job stress scale	6.34	98.2	6.24
Job satisfaction scale	6.24	98.2	6.77

Pilot study:

The pilot study was conducted on seventy five employees from the faculty of nursing and commerce. They represent 10% of the total sample to ensure the clarity of questions, applicability of the tools and the time needed to complete them. The necessary modifications were done as a result of the pilot study; these employees were excluded from the actual study sample.

Fieldwork:

The actual fieldwork for the process of data collection consumed six months started at the beginning of March 2016 and was completed by the end of August 2016. Data were collected in 2 days per week average from 10-20 employees per day. The employee was asked to give oral agreement to participate in the study; the researcher explained the aim and objectives to the participants. The confidentiality of any obtained information was assured, and the subjects were informed about their right to participate or not in the study. The participants were also assured about anonymity, and that data will only be used for the purpose of the study.

Ethical consideration

First the ethical approval was obtained from the Scientific Research, Ethical Committee of Faculty of Nursing, Ain-Shams University. Then the researcher cleared the objective and aim of the study to the subject, and maintained on anonymity and confidentiality of subjects.

Administrative Design:

Official letters were issued from Faculty of Nursing, Ain Shams University to get permission from the director of faculty of commerce in Ain Shams university. This letter was including the aim of the study and a copy from data collection tools in order to get the permission and help for data collection.

Statistical Design:

The data were collected and coded. Then the collected data were organized, analyzed using appropriate statistical significance tests using the Computer Statistical Package for Social Science (SPSS), version 21. Data were presented using descriptive statistics in the form of frequencies and percentages.

The following tests were used to test relation between two or more groups for qualitative data by chi square test.

Correlation by pearson correlation, Degrees of significance of results were considered as follow:

P-value > 0.05 Not significant (NS)

P-value ≤ 0.05 Significant (S)

P-value ≤ 0.001 Highly Significant (HS)

Results

Table (1): Frequency of Sociodemographic data of employees under study.

Items	N (750)	%
Age		
20- ≤ 25 years	76	10.1
25-≤30 years	141	18.8
30- ≤ 40 years	175	23.3
40- ≤ 50 years	314	41.9
≥ 50 years	44	5.9
Mean + SD :29.48±7.51		
Marital status		
Married	394	52.5
Single	230	30.7
Others (widow/separated/divorced)	126	16.8
Sex		
Male	185	24.7
Female	565	75.3
Educational level		
Technical diploma	194	25.9
University	556	74.1
Post graduate	194	25.9
Monthly income		
Adequate	212	28.3
Not adequate	538	71.7
Work Setting:		
Faculty of Nursing	164	21.9
Faculty of Commerce	586	78.1
Years of experience		
≤ one year	63	8.4
2 year to ≤ 6 years	55	7.3
7 years to ≤ 11 years	176	23.5
12 years ≤ 15 years	308	41.1
16 years ≤ 20 years	103	13.7
≥ 20 years	45	6.0
Number of work hours daily		
<6 hours	459	61.2
6≥12 hours	291	38.8
+ 12 hours	0	0
Medical history: regarding chronic illness		
Positive	348	46.4
Negative	402	53.6

Table 1 showed that; more than two third 71.7 % of the studied sample didn't have enough income, also more than half of them 52.5% were married, the majority of them were female and at the university level which constitute 75.3% and 74.1% respectively.

Figure (1): Total levels of stress among employees' under the study.

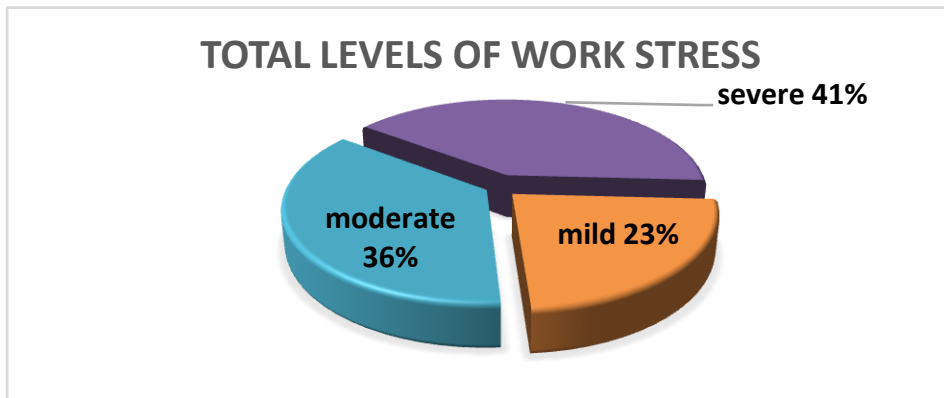


Figure (1) clarifies that, 41% of studied sample were have severe stress while 36% have moderate and 23% have mild stress.

Figure (2): Percentage Distribution of psychological aspect of stress among employees' under the study.

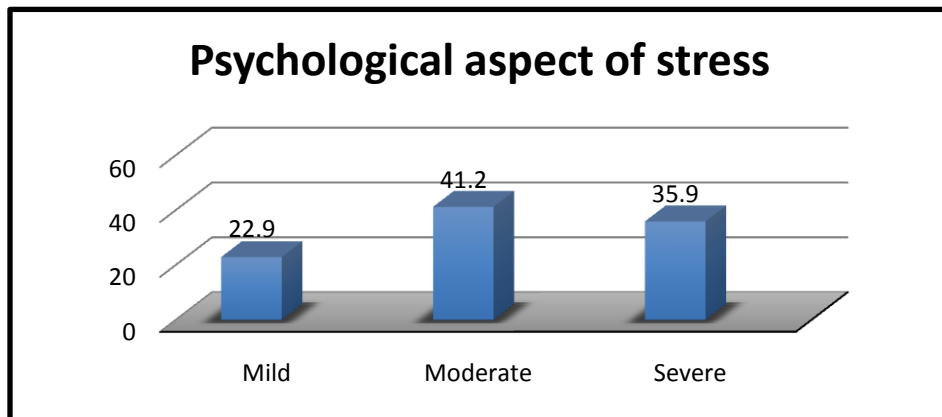


Figure (2) shows that, 22.9% of the subjects have mild psychological work stressors, while 41.2% of the subjects have moderate psychological work stressors. In addition, 35.9% of the subjects have severe psychological work stressors.

Figure (3): Percentage Distribution of social aspect of stress among employees' under the study.

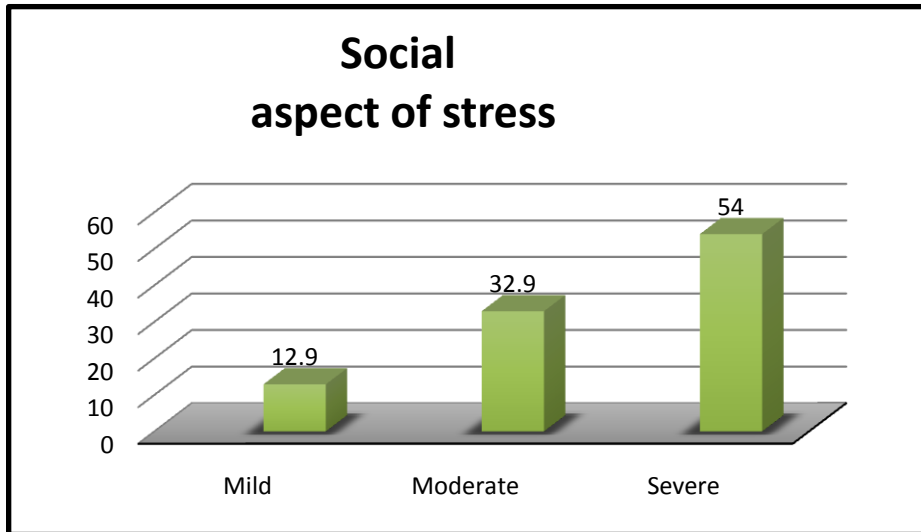


Figure (3): shows that, 12.9% of the subjects have social work stressors, while 32.9% of the subjects have moderate social work stressors. and 54% of the subjects have severe social work stressors.

Figure (4): Percentage Distribution of job satisfaction among employees' Sample under the study.



Figure (4) shows that, near three quarter 72% of studied sample have unsatisfied job satisfaction, while 28% of them have satisfied in job.

Table 2: Relation between total level of stress and sociodemographic characteristic of employees under study (N=750).

Items	Total level of stress						Chi	P value
	Mild		Moderate		Sever			
	No	%	No	%	No	%		
Age								
• 20 ≤ 25	5	29.5	15	5.5	56	18.4	426.465	0.001*
• 25 ≤ 30	16	9.2	23	8.4	102	33.632		
• 31 ≤ 40	32	18.5	25	9.2	118	38.8		
• 41 ≤ 50	79	45.7	207	75.8	28	9.2		
• +50	41	23.7	3	1.1	0	0.0		
Marital status								
• Married	18	10.4	166	60.8	210	69.1	223.245	0.0001*
• Single	93	53.8	102	37.4	35	11.5		
• Other	62	35.8	5	1.8	59	19.4		
Sex								
• Male	13	7.5	18	6.6	154	50.7	185.8	0.0001*
• Female	160	92.5	255	93.4	150	49.3		
Educational level								
• University	156	90.2	249	91.2	151	49.7	159.5	0.0001*
• Technical diploma/ high school education	17	9.8	24	8.8	153	50.3		
Monthly income								
• Enough	9	5.2	14	5.1	189	62.2	289.8	0.0001*
• Not enough	164	94.8	259	94.9	115	37.8		
Work Setting								
• Faculty of Nursing	20	11.6	34	12.5	110	36.2	61.3	0.0001*
• Faculty of Commerce	153	88.4	239	87.5	194	63.8		
Years of experience								
• <one year	6	3.5	0	0.0	57	18.8	426.4	0.0001*
• 1 -< 6	4	2.3	0	0.0	51	16.8		
• 6 -<11	2	1.2	66	24.2	108	35.5		
• 11- <15	83	48.0	192	70.3	33	10.9		
• 15-<20	49	28.3	15	5.5	39	12.8		
• 20≤	29	16.8	0	0.0	16	5.3		
Number of work hours daily								
• Less than 6 hours	23	13.3	232	85.0	204	67.1	236.6	0.0001*
• From 6 – 12 hours	150	86.7	41	15.0	100	32.9		
Medical history								
• Yes	20	11.6	123	45.1	205	67.4	138.7	0.0001*
• No	153	88.4	150	54.9	99	32.6		
Transportation								
• Available	52	30.1	238	87.2	188	61.8	150.2	0.0001*
• Not available	121	69.9	35	12.8	116	38.2		
Residence								
• Near to work setting	15	8.7	16	5.9	130	42.8	0.0001*	
• Far away from work setting	158	91.3	257	94.1	174	57.2		

• Highly statistical significant difference $P \leq 0.001$

Table (2) clarifies that, there were a statistical significant relation between stress levels and (age of employees' sample, marital status, sex of employees', educational and income). **While** the most of employees in faculty of commerce were have mild to moderate stress which constitute 88.4% to 87.5% respectively and more than half of the 63.8% had severe stress. **There** was a significant relation between stress levels, and (years of experience, number of work hours daily, medical history, transportation, and residence of employees).

Table (3): Relation between total level of job satisfaction and sociodemographic characteristic of employees under study (N=750).

Item	Job satisfaction				Chi	P value
	Satisfied		Unsatisfied			
	No	%	No	%		
Age						
• 20 ≤ 25	50	16.8	26	5.8	56.66	0.0001*
• 25 ≤ 30	81	27.2	60	13.3		
• 31 ≤ 40	54	18.1	121	26.8		
• 41 ≤ 50	102	34.2	212	46.9		
• +50	11	3.7	33	7.3		
Marital status					0.152	.927*
• Married	155	52.0	239	52.9		
• Single	91	30.5	139	30.8		
• Other	52	17.4	74	16.4		
Sex					6.29	.012*
• Male	88	29.5	97	21.5		
• Female	210	70.5	355	78.5		
Educational level					12.25	0.0001*
• University	198	66.4	358	79.2		
• Technical diploma/ high school education	100	33.6	94	20.8		
Monthly income					7.71	0.005*
• Enough	101	33.9	111	24.6		
• Not enough	197	66.1	341	75.4		
Work Setting					0.76	0.558
• Faculty of Nursing	70	23.5	94	20.8		
• Faculty of Commerce	228	76.5	358	79.2		
Years of experience					45.2	0.0001*
• <one year	34	11.4	29	6.4		
• 1 -<6	35	11.7	20	4.4		
• 6 -<11	44	14.8	132	29.2		
• 11- <15	110	36.9	198	54		
• 15-<20	49	16.4	54	11.9		
• 20≤	26	8.7	19	4.2		
Number of work hours daily					4.1	.041*
Less than 6 hours	169	56.7	290	64.2		
From 6 – 12 hours	129	43.3	162	35.8		
Medical history					.036	0.849
Yes	137	46.0	211	46.7		
No	161	54.0	241	53.3		
Transportation					5.36	.021*
Available	175	58.7	303	67.0		
Not available	123	41.3	149	33.0		
Residence					22.3	0.0001*
Near to work setting	90	30.2	71	15.7		
Far away from work setting	208	69.8	381	84.3		

• Highly significant difference $p \leq 0.001$

No statistical significant difference $P \geq 0.05$

Table (4) clarifies that, there was a statistical significant relation between job satisfaction and (age of employees, marital status, educational levels, income, years of experience, number of work hours daily). While there was no statistical relation between job satisfaction and (sex of employees, medical history, and residence). 79.2% were not satisfied with their job.

Table (5): Correlation between job satisfaction and work stressor among studied sample

Correlation	R	P-value
Work stressor Job satisfaction	+0.77	0.001

- Highly significant difference $p \leq 0.001$

Table (5) denotes that, there was highly statistical significant positive correlation between job satisfaction and work stressor among employees under study.

Discussion

Work-related stress is a serious occupational health problem and has been subjected to a large amount of research and interest in recent years. Workplace stress is the physical and emotional response that occurs when job demands are in conflict with the ability, resources or needs of the worker. People spend much of their time at work, and the work environment has a strong impact on psycho-physiological and social wellbeing. (La Torre et al., 2018).

The study findings, revealed that near half of the studied sample were in age from 41 to ≤ 50 years and more than half of them were married, Regarding the level of education of the studied sample, it was found that near three quarter of them at the university level.

In relation to monthly income, revealed that three quarters of studied sample

didn't have enough income. Regarding to work setting near two fifth of sample were working in faculty of commerce as it has a lot of students. Concerning years of experiences; this study revealed that slightly more than two fifth of the studied sample has 12 years to less than or equal 15 years of experience.

In relation to work hours, found that less than two third of the studied sample work less than 6 hours.

According to percentage distribution of psychological aspect of stress among employees; the results showed that more than two fifth of studied sample have moderate psychological work stressors, This may be due to various job stress affect his ability to achieve personnel goals also as daily work stress affect psychological wellbeing in negative way; and feeling anxiety because of many tasks to be accomplished; also lack of adequate information on how to complete the

work, which lead to a feeling of tension and anxiety. This result is supported by **Abdelatif (2016)**, who reported that more than half of studied subjects sometimes suffered from anxiety. Also this results supported by **Iyabo (2013)**, who reported that when academic staffs experienced a stressful work situation, they later become anxiety and showed increasing emotional distress such as anger, frustration, guilty feeling especially toward their children, and disappointment. While a negative mood that they felt later created tension and distress, and this situation causes decreasing job motivation and job satisfaction.

According to percentage distribution of social aspect of stress among employees' sample under the study; the results showed that about near half of studied sample have sever social work stressors; this may be due to conflict and problems between employee and his colleague, also work stress affect ability to form successful social relationship. This result was agree with **Koval (2016)** who assessed Stress management among health care professionals: Psychological methods and coping techniques, his result showed that daily work stress affect the relation and cohesion between employees.

As regard distribution of job satisfaction among employees' sample under the study; the study showed that about three quarter of the sample have job dissatisfaction; this may be due to low salary, destructive suggestion from supervisor and

no sufficient resources to do their job; also employees were dissatisfied about university administration work, This results is supported by **Wajid., et al, (2014)** who assessed Antecedents of Job Stress and its impact on employee's Job Satisfaction and Turnover Intentions) reported that person feeling burden in work in accordance to various attitudes as salary or other compensation plans they prefer to leave the organization also poor support of leadership and are having low satisfaction.

The results showed that there was significant relation between stress level, job satisfaction and age of employees' sample; **Paramanandam and Deepa (2015)** who assessed Job stress, psychological empowerment, and job satisfaction among the IT employees in Coimbatore support this results.

The results showed that there was a significant relation between stress levels, job satisfaction and marital status of employees' sample and it was supported by **Shenbhga (2017)** who assessed (A Study on Occupational stress and job satisfaction among the textile mangers in Tirupur.

Also the results showed that there was a significant relation between stress levels, job satisfaction and sex of employees' sample; as Women experienced significantly lower levels of satisfaction when they spend greater amounts of discretionary time on job related activities as opposed to childcare and household activities. This results were agreed

with **Moeng (2009)** who assessed the Gender Differences in Satisfaction with the Type of Work University Employees Do: Evidence from the University of Botswana. This result was not in accordance with **Aubke (2016)** who assessed Occupational stress, job satisfaction, and employee loyalty in hospitality industry: a comparative case study of two hotels in Russia.

Finally, regarding to correlation between job satisfaction and work stressor among employees, the present study clarified that, there was high statistical relation between job satisfaction and work stressor among employees, this study may be due to, job stress occurs in the workplace or in relation to job-related factors or due to changes in work activities. It is an emotional response to the work-related environment and occurs when the conditions and facilities are not suited to the capacities, resources or needs of an employed individual. In other hand, the increase in job satisfaction can cause improvement in the workplace and reducing the level of workload and work stress.

This findings come in agreement with the study by **Thangavel (2017)**, in the study entitled "A Study on Occupational Stress and Job Satisfaction among the Textile Managers in Tirupur", who found that there is a significant relationship between occupational stress and job satisfaction.

Also, this findings contradicted with the study by **Waseem (2013)** about impact of

job stress on job satisfaction among employees an empirical study from Pakistan, they found that negative relationship between job stress and job satisfaction, this contradiction may be due to in Pakistan the workplace of Authority foster culturally friendly relationships; while workload pressure is not as much as compared with any developed country, therefore, such results might be different in other environment.

Conclusion

Based on findings of the present study, it can be concluded that:

More than third of employees under study were females; and more than half of them had social work stressors and third of them had psychological work stressors.

There was a statistical significant relation between level of stress and sociodemographic characteristics of employees under study regarding their age, sex, marital status, education and income.

Near three quarter of employees under study were have unsatisfied toward their job and there was a statistical significant relation between job satisfaction and sociodemographic characteristics of the employees under study regarding their age, marital status, educational level, income, years of experience and number of work hours daily.

Recommendations

- Establish a psycho-educational program for employees to enhance their stress bearing capacity and improve their job performance.
- Further research to assess factors that may influence job stress must be done.
- Conducting workshops about coping strategies for employees to enhance their coping abilities.
- Design job stress reduction program for employees to increase their job satisfaction.
- Psychosocial counseling intervention to solve the employees psychosocial problems for enhancing their productivity.

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