

## APPENDICES

PERSONAL AND CONFIDENTIAL

From

MS.N.K.OZA  
304, Anand Vihar,  
Sama Jakatnaka,  
BARODA - 390 008.

Dear Friend,

I am a research student, seeking your co-operation, and trying to find out Adjustment problems of working women. I am sure, you as one of the working women will be kind enough to help me by filling up the enclosed tests and return, either directly to me or to above address by post.

I also wish to assure you that all the information that you give will be kept entirely confidential and nothing divulged.

With kind wishes,

Very Sincerely,

(MS.N.K.OZA)

Please fill up the following details

Surname: \_\_\_\_\_ First Name \_\_\_\_\_ Second Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ Place: \_\_\_\_\_

Education: \_\_\_\_\_  
(Including Professional training/Courses, if taken.)

Name of the Bank where Working: \_\_\_\_\_

Name of the branch where working: \_\_\_\_\_

Date of joining the service: \_\_\_\_\_

Any other previous experience of job: \_\_\_\_\_

Family:

Single: \_\_\_\_\_ Joint: \_\_\_\_\_

Marital Status:

Married: \_\_\_\_\_ Unmarried: \_\_\_\_\_

Divorced: \_\_\_\_\_ Separated: \_\_\_\_\_

Number of children, if married: \_\_\_\_\_

Age of children, if any: \_\_\_\_\_

Number of family members: \_\_\_\_\_

Profession of Father/Husband: \_\_\_\_\_

Contact Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## ADJUSTMENT INVENTORY FOR OLDER PEOPLE

### INSTRUCTIONS

Below are a number of questions relating to how older people feel and act in their day to day lives. You are requested to go through them one by one and answer them 'YES' or 'NO' as it applies to you. You are to indicate your answer by checking (✓) either 'YES' or 'NO' as the case may be. Please note that there are no 'right' or 'wrong' answer to these questions. The true answer is what you feel applies to you. Answer all questions.

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	'YES'	'NO'
1. Are you troubled occasionally by skin eruptions like boils, eczema etc.	( )	( )
2. Do you have ups and downs in moods without apparent cause.	( )	( )
3. Do you get the feeling that you are not competent to do the things you are asked to do.	( )	( )
4. Do you have frequent disagreements with your children.	( )	( )
5. Do you cross the street to avoid somebody you don't want to meet.	( )	( )
6. Have you had any trouble with your heart, kidneys or lungs.	( )	( )
7. Do you get emotionally upset often.	( )	( )
8. Do you believe that success in life is only a matter of luck.	( )	( )
9. Have you had unpleasant disagreements with any person or persons with whom you live, over such matters as religion, sex, social, and moral code of convention.	( )	( )
10. Do you make friends easily.	( )	( )

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\* Prepared by Dr.P.V.Ramamurti, Department of Psychology, S.V.University College, Tirupati.

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	'YES'	'NO'
11. Do you frequently suffer from colds, coughs etc.	( )	( )
12. Do ideas run through your head so that you can not sleep.	( )	( )
13. Do often feel that one would better die rather than live as an old person.	( )	( )
14. Are you often the subject of criticism at home.	( )	( )
15. Do you hesitate to meet on your own important and highly placed persons.	( )	( )
16. Do you frequently have headaches	( )	( )
17. Do you worry over possible misfortunes.	( )	( )
18. Do you think that lack of employment keeps an older person very low in the estimation of others.	( )	( )
19. Do persons with whom you live now understand and sympathise with you generally.	( )	( )
20. Do you have more people disliking you than liking you.	( )	( )
21. Are you troubled by low or high blood pressure.	( )	( )
22. Do you often feel self concious.	( )	( )
23. Had you many occasions to regret for the mistakes you had committed in life.	( )	( )
24. Do any of the persons in your home become angry at you very easily.	( )	( )
25. Do you have unpleasant arguments and disagreements with friends or outsiders fairly often.	( )	( )

	'YES'	'NO'
26. Are you subject to asthma, or any other breathing trouble.	( )	( )
27. Do you consider yourself a rather tense or nervous person.	( )	( )
28. Do you feel that you are often indulging in useless activities.	( )	( )
29. Do you often experience conflicting moods of love and hate for members of your immediate family.	( )	( )
30. Do you tire of people quickly.	( )	( )
31. Are you troubled by constipation, diarrhoea or other bowel irregularities.	( )	( )
32. Do you often feel miserable.	( )	( )
33. Do you have any hobbies to occupy your time.	( )	( )
34. Do the actions of any of the members of your home make you irritated or feel depressed.	( )	( )
35. Do you generally prefer to be alone rather than in the company of people	( )	( )
36. Are you subject to attacks of indigestion	( )	( )
37. Have you ever been afraid that you might jump off when you were in high places.	( )	( )
38. Do you think, by and large, your life has been a purposeful one.	( )	( )
39. Does any of the members in your home try to dominate you.	( )	( )
40. Do you think you have less friends than others.	( )	( )
41. Do you feel tired much of the time.	( )	( )
42. Have you frequently felt depressed because of the unkind things others have said of you.	( )	( )

	'YES'	'NO'
43. Have you been troubled by feelings of inferiority.	( )	( )
44. Do you have frequent conflicts with people at home.	( )	( )
45. Do you often hesitate to speak out before a group lest you may speak and do the wrong thing.	( )	( )
46. Do you often feel fatigued when you get up in the morning.	( )	( )
47. Do things go wrong for no fault of yours.	( )	( )
48. Do you often think there is little for older people to do in this world.	( )	( )
49. Does lack of money tend to make you home life unhappy.	( )	( )
50. Do you often organise or play a leading role in social gatherings and functions.	( )	( )
51. Are you worried about overweight or underweight.	( )	( )
52. Are you easily moved to tears.	( )	( )
53. Is it easy for you to find opportunities for being of help in the day to day activities at home.	( )	( )
54. Are there matters pertaining to your home that frequently worry you.	( )	( )
55. Do you have difficulty keeping up a conversation with a person to whom you had just been introduced.	( )	( )
56. Have you fallen ill frequently in the last five years.	( )	( )
57. Do you often feel lonely even when you are in the midst of people.	( )	( )
58. Are there quite a few things in your life of which you can feel proud of.	( )	( )

	'YES'	'NO'
59. Do you feel that your friends have happier homes than you.	( )	( )
60. Do you find it easy to ask others for help.	( )	( )
61. Are you subject to attacks of influenza.	( )	( )
62. Do you often get into low spirits	( )	( )
63. Do you think your advice is sought by persons fairly often.	( )	( )
64. Do you feel that others carry grudges against you.	( )	( )
65. Do you feel that there is lack of love and affection among members of your present home.	( )	( )
66. Have you ever undergone a surgical operation.	( )	( )
67. Have you ever been afraid of something which you know could cause you no harm.	( )	( )
68. Do you think you always have something to contribute to a group in which you participate.	( )	( )
69. Do you dislike intensely certain people with whom you live now.	( )	( )
70. Do you find that you have few close friends rather than many casual acquaintances.	( )	( )
71. Do you frequently feel very tired towards the end of the day.	( )	( )
72. Do you worry long over humiliating experiences.	( )	( )
73. Do you think you are a lonely and unwanted person.	( )	( )
74. Do you feel disappointed over what you expected of your children or others in the family.	( )	( )
75. Would you feel self conscious to ask an employer for work.	( )	( )



	'YES'	'NO'
76. Is your sleep often disturbed	( )	( )
77. Do you feel confident that most of the time you think or do the right thing.	( )	( )
78. Do you think you are much better than most of your age mates.	( )	( )
79. Do any at home insist on your doing a certain thing no matter whether it is reasonable or not.	( )	( )
80. Do you feel that many of your friends do not understand you.	( )	( )
81. Do you suffer from swelling in the limbs or stiff joints.	( )	( )
82. Does the thought of a snake, earthquake or fire frighten you.	( )	( )
83. Do you think that life has certain things that one best enjoys only in old age.	( )	( )
84. Has there been any change for the worse in the treatment you receive at home.	( )	( )
85. Do you find it irritating when your friends don't agree with you.	( )	( )
86. Have you had any injury or disease that has left a permanent mark on your health.	( )	( )
87. Are your feelings easily hurt.	( )	( )
88. Have you achieved most of the things you wanted to achieve in your life.	( )	( )
89. Would you like very much to move from the place where you now live in so that you might have more personal independence.	( )	( )
90. Do you think people generally are unsympathetic.	( )	( )
91. Do you frequently have spells of dizziness.	( )	( )
92. Do you get discouraged easily.	( )	( )

	'YES'	'NO'
93. Do you take on social responsibilities voluntarily.	( )	( )
94. Is the home where you now live in often in a state of turmoil and dissension.	( )	( )
95. Do you find it easy to forego things that others may need.	( )	( )
96. Do you need frequent medical attention.	( )	( )
97. Does some particular thought keep coming to your mind to bother you.	( )	( )
98. Have you been troubled by the thought that you have been leading an unworthy and useless life.	( )	( )
99. By and large, has your family life been quite happy.	( )	( )
100. Do your friends enjoy your company.	( )	( )

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## OCCUPATIONAL STRESS INDEX

Dr. A. K. Srivastava

and

Dr. A. P. Singh

Department of Psychology  
Banaras Hindu University  
Varanasi

### INSTRUCTIONS

This questionnaire is meant for a psychological investigation. The questionnaire consists of a number of statements that employees sometimes feel or say about various components of their jobs. You are required to use the following 'five-point scale' to indicate the extent to which you agree with each statement to describe your own job and the experiences or feelings about your job.

- |                       |     |
|-----------------------|-----|
| A. Strongly disagree- | (1) |
| B. Disagree-          | (2) |
| C. Undecided-         | (3) |
| D. Agree-             | (4) |
| E. Strongly agree-    | (5) |

For example, if you strongly agree with the following statement, in context of your job, put (5) in the box given against it, "I have to do such works as ought to be done by others". (5)

In case you strongly disagree with the above statement put (1) in place of (5), and so on. Give your responses frankly. Your responses will be kept strictly confidential.

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KINDLY ANSWER ALL THE QUESTIONS

1. I have to do a lot of work in this job. ( )
2. The available informations relating to my job-role and its outcomes are vague and insufficient. ( )
3. My different officers often give contradictory instructions regarding my work. ( )
4. Sometimes it becomes complex problem for me to make adjustment between political/group pressures and formal rules and instructions. ( )
5. The responsibility for the efficiency and productivity of many employees is thrust upon me. ( )
6. Most of my suggestions are needed and implemented here. ( )
7. My decisions and instructions concerning distribution of assignments among employees are properly followed. ( )
8. I have to work with persons whom I like. ( )
9. My assignments are of monotonous nature. ( )
10. Higher authorities do care for my self-respect. ( )
11. I get less salary in comparision to the quantum of my labour/work. ( )
12. I do my work under tense circumstances. ( )
13. Owing to excessive work load I have to manage with insufficient number of employees and resources. ( )
14. The objectives of my work-role are quite clear and adequately planned. ( )
15. Officials do not interfere with my jurisdiction and working methods. ( )
16. I have to do some work unwillingly owing to certain group/political pressures. ( )
17. I am responsible for the future of a number of employees. ( )

18. My co-operation is frequently sought in solving the administrative or industrial problems at higher level. ( )
19. My suggestions regarding the training programmes of the employees are given due significance. ( )
20. Some of my colleagues and subordinates try to defame and malign me as unsuccessful. ( )
21. I get ample opportunity to utilize my abilities and experience independently. ( )
22. This job has enhanced my social status. ( )
23. I am seldom regarded for my hard labour and efficient performance. ( )
24. Some of my assignments are quite risky and complicated. ( )
25. I have to dispose off my work hurriedly owing to excessive work load. ( )
26. I am unable to perform my duties smoothly owing to uncertainty and ambiguity of the scope of my jurisdiction and authorities. ( )
27. I am not provided with clear instructions and sufficient facilities regarding the new assignments trusted to me. ( )
28. In order to maintain group-confirmity sometimes I have to do/produce more than the usual ( )
29. I bear the great responsibility for the progress and prosperity of this organisation/ dept. company. ( )
30. My opinions are sought in framing important policies of the organisation/department. ( )
31. Our interests and opinion are duly considered in making appointments for important posts. ( )
32. My colleagues do co-operate with me voluntarily in solving administrative and industrial problem. ( )

33. I get ample opportunity to develop my aptitude and proficiency properly ( )
34. My higher authorities do not give due significance to my post and work. ( )
35. I often feel that this job has made my life cumbersome. ( )
36. Being too busy with official work I am not able to devote sufficient time my domestic and personal problems. ( )
37. It is not clear that what type of work and behaviour my higher authority and colleagues expect from me. ( )
38. Employees attach due importance to the official instructions and formal working procedures. ( )
39. I am compelled to violate the formal and administrative procedures and policies owing to group/political pressures. ( )
40. My opinion is sought in changing or modifying the working system, implements and conditions. ( )
41. There exists sufficient mutual co-operation and team-spirit among the employees of this organization/department. ( )
42. My suggestions and co-operation are not sought in solving even those problems for which I am quite competent. ( )
43. Working conditions are satisfactory here from the point of view of our welfare and convenience. ( )
44. I have to do such work as ought to be done by others. ( )
45. It becomes difficult to implement all of a sudden the new dealing procedures and policies in place of those already in practice. ( )
46. I am unable to carry out my assignments to my satisfaction on account of excessive load of work and lack of time. ( )

$$= 1 \textcircled{1} 1 \textcircled{2} 1 \textcircled{3} 1 \textcircled{4} * \textcircled{5} 1 \textcircled{6} 1 \textcircled{7} 1 \textcircled{8} 1 \textcircled{9} 4 =$$

# ADJUSTMENT INVENTORY FOR OLDER PEOPLE

## INSTRUCTIONS

## SCORING KEY

Score 1 all 'YES' except 10, 19, 33, 38, 50, 58, 60, 63,  
68, 77, 78, 83, 88, 95, 99, 100

HEALTH QUESTIONS: 1, 6, 11, 16, etc. Every fifth afterwords

EMOTIONAL QUESTIONS: 2, 7, 12, 17, etc Every fifth afterwords

SELF QUESTIONS: 3, 8, 13, 18, etc Every fifth afterwords

HOME QUESTIONS: 4, 9, 14, 19, etc Every fifth afterwords

SOCIAL QUESTIONS: 5, 10, 15, 20 etc Every fifth afterwords.

The score indicates degree of maladjustment.

The higher the score the higher the maladjustment.

THE OCCUPATIONAL STRESS INDEX

Dr. A.K.Srivastava & A.P.Singh  
Department of Psychology  
Banaras Hindu University  
VARANASI



## OCCUPATIONAL STRESS INDEX ( O.S.I.)

### PURPOSE:

The Occupational Stress Index purports to measure the extent of employees' perceived stress arising from various constituent and conditions of their job. The tool may conveniently be administered to the employees of every level operating in context of industries or other non-production organizations. But it would prove more suitable for the employees of supervisory level and above.

### Main features of the Tool:

The scale consists of 46 items with 5 alternative response. Out of 46 items 28 are 'true-keyed' and 18 are 'false-keyed'. The items relate to almost all relevant components of the job life which cause stress in some way or the other such as role over-load, role ambiguity, role conflict, group and political pressures, responsibility for persons, underparticipation, powerlessness, poor peer relations, intrinsic impoverishment, low status, strenuous working conditions, and unprofitability.

The following Table gives an account of the items constituting various sub-scales of the O.S.I., alongwith their indices of internal consistency.

Sub-Scale (Occupational stressors)	Serial number of the items in the schedule	Range of r bis
Role overload	1,13,25,36,44,46	.30-.46
Role ambiguity	2,14*,26,37	.20-.48
Role conflict	3,15*,27,38*,45	.36-.53
Unreasonable grp.& poli.pressures.	4,16,28,39	.21-.52
Responsibility for persons	5,17,29	.30-.57
Underparticipation	6*,18*,30*,40*	.53-.73
Powerlessness	7*,19*,31*	.44-.62
Poor peer relations	8*,20,32*,41*	.24-.49
Intrinsic impoverishment	9,21*,33*,42	.32-.64
Low status	10*,22*,34	.48-.63
Strenuous working conditions	12,24,35,43*	.40-.62
Unprofitability	11,23	.48-.51

\* False-keyed items

#### RELIABILITY

The reliability index ascertained by split half (odd-even method and Cronbach's alpha-Coefficient for the scale were found to be .935 and .90, respectively. The reliability index of the 12 sub-scale were also computed. The following Table records the obtained indices:

Sub scales	Reliability Index
1. Role Overload	.684
2. Role ambiguity	.554
3. Role conflict	.696
4. Unreasonable grp.pol.presure	.454
5. Responsibility for persons	.84
6. Underparticipation	.63
7. Powerlessness	.809
8. Poor peer relations	.549
9. Intrinsic Impoverishment	.556
10. Low status	.789
11. Strenuous working condition	.734
12. Unprofitability	.767

#### VALIDITY

The employees' score on the Occupational stress Index negatively correlate with their scores on the measures of certain attitudenal, motivational and personality variables which have been proved lowering or moderating the level of stress. The coefficients of correlation between the scores on the Occupational stress Index and the measures of JOB INVOLVEMENT, EGO STRENGTH AND EMPLOYEES' MOTIVATION were found to be  $-.80(n=120)$ ,  $-.40(n=220)$ , respectively.

The employees' scores on the OSI have been found to be positively correlated with their scores on the measures of ILL MENTAL HEALTH standardized by Dr.O.N.Srivatava (Prof. of Psychiatry). The following Table presents the indices of ill mental health of the high and low occupational stress groups of the employees:

Symptoms of Ill mental health	High occupational Stress Grp. (N=103)		Low occupational stress grp. (N=97)		C.R.
	Mean	SD	Mean	SD	
Free floating Anxiety	6.17	3.46	4.12	3.55	4.1**
Obsessive traits & symptoms	7.86	3.09	7.69	3.24	0.47
Phobic Anxiety	6.13	3.62	4.43	3.15	3.54**
Somatic Concomitant Anxiety	6.50	3.77	4.35	3.39	4.23**
Neurotic suppre- ssion	5.35	3.30	4.29	3.60	4.90**
Hysterical traits and Symptoms	5.24	2.88	4.44	2.78	2.00**

#### SCORING

Since the questionnaire consists of both 'True Keyed' and 'False Keyed' items two different patterns of scoring have to be adopted for two types of items. The following table provides guide line to score the responses given to two categories of items:

Categories of response	Scores	
	For True Keyed	For False Keyed
Never	1	5
Seldom	2	4
Sometimes	3	3
Mostly	4	2
Always	5	1

## N O R M S

Norms have been prepared for the Occupational Stress Index as a whole and also for its twelve subscales separately on a representative sample of 700 employees of different cadres operating in various production and non-production organizations. The distribution of scores on the O.S.I. was found to be slightly skewed in negative direction. To prepare the norms three methods were adopted, i.e., normal distribution, percentile point and division of upper and lower levels.

The scores were divided into three categories, i.e. high moderate and low, following the principles of normal distribution. The scores falling above  $+ 2$  S.D., between  $+ 1$  S.D., and below  $- 2$  S.D., were categorized, respectively as to indicate high, moderate and low levels of occupation stress. The following Table provides the norms for the raw scores: (See Table - 1).

The scores have been categorized as to indicate high, moderate and low levels of Occupational stress also on the basis of its percentile values. The scores below  $P_{25}$ , between  $P_{26}$  and  $P_{45}$ , and above  $P_{75}$  were taken as to indicate low, moderate and high levels of occupational stress, respectively. The following table records the prepared norms. (See Table-2).

The scores were divided into upper and lower halves also with the help of median point of the scores. The score below median and above median were categorized, respectively as to indicate low and high levels of occupational stress. The following Table provide the norms on this criterion: (See Table - 3).

NORMS TABLE -1

Sub Scales	LEVELS OF OCCUPATIONAL STRESS				
	Low	Moderate	High	Mean	S.D.
I	6-14	15-22	23-30	18.62	4.31
II	4-9	10-12	13-20	11.68	2.81
III	5-12	13-17	18-25	15.02	3.27
IV	4-9	10-14	15-20	11.75	2.76
V	3-7	8-11	12-15	9.45	2.45
VI	4-9	10-12	13-20	11.63	2.92
VII	3-7	8-11	12-15	9.40	2.27
VIII	4-8	9-13	14-20	11.37	2.80
IX	4-9	10-13	14-20	11.35	2.69
X	3-6	7-11	12-15	8.87	2.68
XI	4-9	10-12	13-20	11.95	2.71
XII	2-4	5-7	8-10	6.12	2.00
Scale as a whole	46-122	123-155	156-230	138.90	16.62

NORMS TABLE - 2

Sub scale	LEVELS OF OCCUPATIONAL STRESS		
	LOW (P 25 & below)	MODERATE ( P 26 to P 75)	HIGH (P 76 and above)
I	6-17	18-22	23-30
II	4-10	11-14	15-20
III	5-13	14-17	18-25
IV	4-10	11-14	15-20
V	3-8	9-12	13-15
VI	4-10	11-13	14-20
VII	3-8	9-11	12-15
VIII	4-9	10-13	14-20
IX	4-10	11-13	14-20
X	3-7	8-11	12-15
XI	4-10	11-14	15-20
XII	2-5	6-8	9-10
Scale as a whole	46-127	128-150	151-230

NORMS TABLE - 3

Sub scales	LEVELS OF OCCUPATIONAL STRESS	
	LOW (Below median)	HIGH (Above Median)
I	6-19	20-30
II	4-12	13-20
III	5-15	16-25
IV	4-12	13-20
V	3-10	11-15
VI	4-12	13-20
VII	3-9	10-18
VIII	4-11	12-20
IX	4-11	12-20
X	3-9	10-15
XI	4-12	13-20
XII	2-6	7-10
Scale as a whole	46-129	140-230

Raw Adjustment Scores for Married Group of the Study.

Age - I		Age - II		Age - III		
Sr No.	Low St.	High St.	Low St.	High St.	Low St.	High St.
1.	18	11	20	22	43	22
2.	25	20	7	37	24	28
3.	20	15	16	38	40	35
4.	40	30	23	28	22	29
5.	27	22	27	10	34	14
6.	21	32	77	41	40	37
7.	11	28	81	34	23	29
8.	14	54	19	27	32	70
9.	12	29	17	50	23	27
10.	42	43	19	31	39	39
11.	14	23	19	20	11	35
12.	18	30	22	54	24	58
13.	13	42	27	36	29	30
14.	30	12	15	26	23	21
15.	14	25	47	26	40	30
16.	28	31	9	25	21	36
17.	19	37	30	24	25	21
18.	19	20	27	23	30	38
19.	20	38	23	23	19	21
20.	21	34	22	25	30	45
21.	17	50	19	46	30	30
22.	43	17	8	19	22	31
23.	16	16	29	41	28	28
24.	42	48	27	22	25	37
25.	22	38	16	20	35	14
26.	45	12	13	32	37	20
27.	13	26	22	34	44	45
28.	28	23	11	33	24	22
29.	49	32	22	13	29	29
30.	18	20	45	13	29	27



Raw Adjustment Scores for Unmarried Group of the Study.

Sr. No.	Age - I		Age - II		Age - III	
	Low St.	High St.	Low St.	High St.	Low St.	High St.
1.	42	48	48	36	22	51
2.	11	35	33	14	10	48
3.	9	18	34	25	17	47
4.	44	14	26	38	27	39
5.	18	14	33	11	42	48
6.	28	37	41	45	30	45
7.	12	26	32	26	14	17
8.	17	19	51	34	15	27
9.	40	32	46	39	50	30
10.	20	31	44	40	20	25
11.	18	38	36	40	43	55
12.	33	31	34	42	11	50
13.	41	18	40	47	19	15
14.	42	12	13	48	19	51
15.	14	37	44	37	17	14
16.	9	57	32	44	19	53
17.	14	30	51	20	46	29
18.	12	21	15	31	37	12
19.	54	21	16	48	38	20
20.	25	13	21	30	25	54
21.	21	45	47	50	39	46
22.	17	42	25	18	32	26
23.	15	42	25	30	27	29
24.	38	44	42	44	43	38
25.	22	51	42	22	33	28
26.	26	49	34	36	11	36
27.	12	30	19	33	15	33
28.	38	68	24	45	12	15
29.	28	36	30	7	13	39
30.	22	36	32	44	58	15