



Investigating the Relationship between Job Stress and its Coping Strategies with Marital and Job Satisfaction among Female Employees of Islamic Azad University, Kazeroon Branch

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Abstract. This study investigated the relationship between job stress and marital satisfaction of women in Islamic Azad University, Kazeroon Branch. Two job stress questionnaires of Philip L. Rice (1992) and marital satisfaction questionnaire of Enrich (1997) were completed and examined by female employees of the Islamic Azad University, Kazeroon Branch, who were selected randomly. The results showed that women have job stress. The results showed that there is a negative correlation coefficient between job stress and marital satisfaction. There is a negative correlation coefficient between marital satisfaction and interpersonal relationships in job stress variables. There is no relationship between other variables of job stress i.e. the physical condition, job interests, and marital satisfaction. There is a negative correlation between job stress with marital satisfaction in binary relationship, there is a negative correlation coefficient between job stress variable with marital satisfaction in sexual intercourse. There was found no correlation between job stress variable and other variables of marital satisfaction. The other aim of the study was to examine the relationship between coping strategies with job stress and job satisfaction. The method of study was correlational and ex post facto. The instruments used in this study were: (1) the coping strategies questionnaire (CSQ) that consists of 60 questions, (2) job stress questionnaire consisting of 57 questions, (3) job satisfaction questionnaire which included 71 questions. Data was analyzed with correlation and multivariate regression analysis and T-test. Studies at 95% to 99% confidence showed that: 1- there was a significant relationship between coping strategies and job stress and job satisfaction; (2) those who used cognitive coping strategy have lower job stress compared than those who used emotional coping strategies 3 - There was a significant relationship between cognitive coping strategy with stress (4) There was a significant positive relationship between cognitive coping strategy with job satisfaction, (5) There was a significant negative correlation between job satisfaction and job stress.

Keywords: Job Stress, Job Satisfaction, Marital Satisfaction, Female Employees

1. INTRODUCTION

Rapid changes in technology in recent decades, has affected the key of social systems elements and has brought challenges with itself. Today the word stress is one of the most common terms in psychology and psychiatry. Everyone may experience stress in their lives. Stress is probably the most common problem of everyday life of human. Stress has become so extensive and so that it is known as the characteristic of human life and many people in their everyday life are exposed to many stresses and are affected by it in large extent. It is estimated that 80% of all the diseases of our time is because of stress. The term stress is a complicated term and although this term is used in many situations still there's no accurate and comprehensive definition of it (Blannon & Feist 2000). In other words, despite the past three decades of research on the phenomenon of stress and research description on the way of coping with this phenomenon (Aldwin & Reversonal, 1987) still the term stress is used in different ways and its identification is still difficult (Edwards 1988) and fraught with problems (Cohen, 1988). However, (Selye1980) believes that stress is the non-specific response of the body to any demands.

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An important aspect of life which has attracted the attention of many researchers, is working and working environment. Work regardless of the income can satisfy some basic human needs such as mental and physical exercise, social relationship, sense of self-esteem, trust and competence, however, it can be a major source of stress. (Copper & Cartwright, 1994) also believe that each job has a potential environmental resource of stress. (Russel, Altimer & Van Velzen 1987) believe that job stress include: mutual interaction between working conditions and demographic characteristics of employees in such a way that the demands of the work environment weigh more than one can cope with them.

Each unhealthy and close organizational climate is the source of negative reactions, including dissatisfaction, indifference, mental stress, slacking and finally alienation with the labor that leads to job stress. It can be proposed as the tragedy of contemporary century. When organizations decline, four factors of stress appears afterwards: 1. a sense of insecurity, 2- inappropriate and too much work, 3- Taking insufficient advantage of employees' skills, 4- barriers to progress and competition between and within groups.

Regardless of what the job of individuals are, they have feelings and attitudes about their jobs. They may be happy or unhappy with some aspects of their work and they have a negative or positive idea on the desirability of what they do. Regardless of financing advantage, work can satisfy some of the basic human needs such as mental and physical mobility, social contact, a sense of self-esteem, confidence and ability, however, it can be a major source of stress. By considering the importance of job satisfaction and health, the existence of multiple sources of stress has a great importance on the rate of employees' access to mental health and satisfaction, because too much stress endangers the health and reduces their satisfaction. Stresses, waste human resources and undermine the goals of society. People who are stressed and are not able to deal with them effectively, will find problems in terms of physical, psychological and behavioral problems, but what can be a source of happiness and hope in this regard is to identify the important factors of coping strategies that can affect the outcomes of stress and inhibit or exacerbate it as a mediator variable.

In this study, given the importance of coping strategies, and job satisfaction on the strength of mental health of individuals, this subject has been studied to determine the rate of job stress in those who pay attention or ignore coping strategies. In other words is it possible to say that the same as people use coping strategies to reduce or increase their stress, the rate of their job satisfaction would be changed to the same extent? Generally the objective of this study is to answer the question that whether there is relationship between coping strategies with job stress and job satisfaction of people. (Ellis, 2001) believes that work and family are the two main organizations based on which the society is formed. That is why it is believed that it was better for Freud to use work and family instead of work and love to explain human behavior. One of the most important sections in the field of work and family is to create balance between work and family so that one of the most important concerns of having two jobs is the management of work and family roles. The phenomenon of families with two jobs which was already an exception, has become a law now. Now the balance between work and family demands has become a daily task of many working adults. Although the problem of such families is related to couples - husband and wife. But since traditionally, women have been caregivers of house, husband, children and family life therefore in families with two jobs usually the problems are attributed to women and it has always been difficult to harmonize the life, family and work.

Research shows that family pressure is much more for employees who work in long, irregular and inflexible hours. This situation is common for employed women who are exposed to unsafe, conflicting or boring working environments who even bear higher work-related stress which possibly lead to dissatisfaction with job roles. This would reduce overall life satisfaction and can affect and be transferred to satisfaction with marriage and family life. Researchers examined the interaction between work - family balance with the quality of the relationship of the couple,

Investigating the Relationship between Job Stress and its Coping Strategies with Marital and Job Satisfaction among Female Employees of Islamic Azad University, Kazeroon Branch

understanding of family solidarity and job satisfaction, and believe that job satisfaction and commitment to work move alongside the family satisfaction. Therefore researchers aim to study job stress in family relationships and marital satisfaction. The following assumptions were considered as a means to achieve the goals of the research.

The Hypothesis of this Study

1. There is a relationship between coping strategies with job stress and job satisfaction
2. Those who use cognitive coping strategies have lower job stress than those who use emotional coping strategies.
3. There is a relationship between cognitive coping strategies with job stress
4. There is a relationship between cognitive coping strategies with job satisfaction
5. There is a relationship between job satisfaction and job stress
6. There is a general relationship between employee's general job stress with marital satisfaction
7. There is a relationship between general marital satisfaction of employees with job stress
8. There is a relationship between general job stress of employees with marital satisfaction variables

Theoretical Foundations of Research

Job Satisfaction: considering job satisfaction, many of the experts, use this concept to show the combination of feelings of people to various components such as: the nature of work, level of salary and payments, promotion opportunities and satisfaction of partners. More conducted research, considers job satisfaction with organizational commitment, as an independent variable, and also have paid attention to organizational commitment as a dependent variable. Moday et al believe that job satisfaction, is a reaction to a particular job or something related to a job. While commitment is a broader response to the organization. In addition, commitment in the passage of time is more stable than job satisfaction. (Gunlu, 2010: 697).

In this study, to assess job satisfaction, job descriptions Index questionnaire JDI is used. The questionnaire was developed in 1969 by Smith, Kendall and Hulin at Cornell University which was translated and validated by Shokrkon (2004) and was used in research in Iran. In the study of Namy and Shokrkon (2004), the validity of the questionnaire through correlation with the scale of Minnesota, for dimensions and overall job satisfaction, satisfaction with work, supervisor, salaries, improvement and co-worker was obtained 63%, 42%, 25%, 48 %, 37% and 31% respectively. Also its reliability with split-half method and for mentioned dimensions, was respectively reported 80%, 85%, 80%, 70%, 56% and 80% and with Cronbach's alpha method 85%, 80%, 80%, 56% and 80%.

Work-related stress: in people's lives, stress can come from various sources. One of these sources is the job. Job stress can be said to be accumulation of stressing factors and job-related situations that most people agree on its stressfulness. In other words, the stress caused by job, is a stress that a certain person to a certain job involves with it (Azad Marzabady, 2007). To perform and measure this variable, the stress questionnaire which was developed by Aras Elliot was used in which it was divided into 4 groups in terms of stress levels : 1) people with high control and self-esteem 2) the person has a healthy lifestyle and can control his life, 3) often has feelings of depression, 4) the person has mental struggle in his life.

The Definition of Research Concept

Job satisfaction: since more than four decades job satisfaction has been widely regarded in organizational research and it is known as a global structure, as well as a multidimensional

concept which is consisted of several components. The observed relationship between what a person demands of his job with what is given to him through the job and organization, is defined as job satisfaction (Lund, 2003: 222).

Stress: Stress is an unpleasant emotional situation that the person experiences, so that work or non-work requirements is to the extent that the character abilities to face and meet these requirements is not enough. Emotional changes occur in the person to respond to this risk and condition (Halkas & et al, 2010: 415). French et al. (1985), demonstrate that stress is not a bad phenomenon. The term stress can be neutral and its good and bad effects can be considered in terms of benign and malignant stress concepts. They presented a model in which the optimal range of stress that has a positive effect on performance is determined. If you exceed the optimal level of stress, it will result in decreased performance and will eventually be deteriorated and if stress is lower than the minimum level, thereby will reduce the performance (Smith, 2011: 12).

RESEARCH BACKGROUND

In a research which was conducted on the relationship between job stress, social support with job satisfaction among the employees of National Drilling Company in 2010 by Parviz Asgari Naklzadeh, it was shown that there was a significant positive relationship between job stress and job satisfaction (Asgari et al. , 2010: 35). Azad Marzabady and others (2007) also examined the relationship between job stress and job satisfaction of employees with a sample size of 146 employees of a military unit. The results showed that there is a significant relationship between stress caused by work and satisfaction with the person in charge.

In a study done by Ansari and others entitled as investigating the relationship between job stress, job satisfaction, organizational commitment and organizational citizenship behavior with a sample size of 103 employees of the Iranian Offshore Oil Drilling Company, the results showed a negative and significant relationship between job stress variable and job satisfaction variables and organizational commitment (Ansari et al., 2010: 154).

Yaghoubi et al. (2008) in the study of organizational commitment and job stress at managers of educational hospitals of Isfahan University of Medical Sciences found that there was a significant relationship between commitment and work experience, but they did not find a significant relationship between job stress and organizational commitment.

The Research Method

This study can be considered a part of applied research in terms of the aim. In terms of researcher control over variables it is a non-experimental research and in fact it is a correlational research, as well as ex post facto. In this study, there are three important variables: the variables of job stress, job satisfaction and variables of coping strategies. Each subject was measured in three variables. The purpose of this study is applied and its method is correlational in which the relationship between job stress and marital satisfaction is assessed.

Research Validity

Validity of the data in this study were determined by content validity. After the basic design of the questionnaire, in order to increase the validity, opinions of experts has been used. Due to these measures, it can be said that the validity of the questionnaire is acceptable.

Research Reliability

In this study, a random sampling method is used. For the face validity of the questionnaire, the opinions of experts in the field, and for reliability, Cronbach's alpha was used. Cronbach's alpha results showed that the questionnaire has a high and appropriate validity (Alpha = 0.89).

Investigating the Relationship between Job Stress and its Coping Strategies with Marital and Job Satisfaction among Female Employees of Islamic Azad University, Kazeroon Branch

Statistical Population

The population of the study consisted of all female employees at Islamic Azad University, Kazeroon Branch. Sample size for the survey was determined 150 subjects using Cochran formula. This volume according to the number of population corresponds with a sample size that Ray Parker suggested in 1992, for a small population with 95% confidence (Edwards et al., in Arabi and Izadi, 2005: 97).

DATA COLLECTION TOOLS

Coping Strategies Questionnaire CSQ

This questionnaire is prepared by Roger Jarvis and Najarian (1993) in England. It is a paper and pencil questionnaire and consists of 60 articles and 4 scales as follows: intellectual Scale (cognitive) with 16 categories, detached scale with 15 categories, emotional scale with 16 categories and 13 categories with avoidance scale. The authors after collection of categories and removal of redundant ones prepared and completed a questionnaire with 60 items with four point Likert scale which ranged from never to always.

Job Stress Questionnaire Philipp Reis (1992)

The questionnaire included 57 articles which was translated and validated by Hatami (1998), and consists of three subscales: interpersonal relationships, physical health and occupational interests. Scoring is based on the Likert scale ranging from never, rarely, sometimes, often, most of the time.

Job satisfaction questionnaire JDI

This questionnaire is the result of the work of Hulin, Smith and Kendall (1989). The questionnaire was translated and used for the first time in Shahid Chamran University by Shokrkon and Arshadi (1990). This scale consists of descriptive terms that evaluated five components of the job satisfaction, including: the nature of the work, supervisor, salaries, promotions and colleagues.

Enrich's Marital Satisfaction Questionnaire

The questionnaire was used as a research tool to measure marital satisfaction. Olson who used the questionnaire to assess marital satisfaction believes that this scale is sensitive to the changes that occur during human life and in the family. Each of the subjects of this questionnaire is in relation to one of the important fields. Assessment of these areas within the marital relationship can describe potential problems of the couples or can determine their areas of strength.

FINDINGS

First hypothesis: there is a relationship between coping strategies with job stress and job satisfaction of people.

Table 1. Calculation of the coefficients correlation between prediction coefficients (coping strategies and job satisfaction) and criterion (job stress).

Variable	Correlation Coefficient	The coefficient of determination	The corrected coefficient of determination	Estimation standard error
Coping strategies of job stress and job satisfaction	0.663	0.439	0.421	9.804

In order to use this test the correlation coefficients between predictor variables and criteria was evaluated. According to the table, the intensity of correlation for prediction variables and the criterion is 0.663, which is suitable, in other words it can be said that nearly 43 percent of the variance in job stress is determined using coping strategies and job satisfaction variables then regression is used for significance.

Table 2.

Model	Index Value	DOF	Index Mean	F	Significance Level
Regression	4592.755	2	2296.377	23.887	0.000
Residual	5864.245	61	96.135		
Total	10.457.000	63			

In the next stage for regression significance F (ANOVA) test was used. Based on Table 2, F is calculated 23.887. Given that it is more than 1, so it will be significant at level of 0.001, and thereby the regression can be performed.

Table 3.

Model	B Coefficient	Estimation standard error	Beta	T	Significance Level
Fix	104.963	17.072	-	6.148	0.000
Coping Strategy	-0.043	0.109	- 0.039	-0.400	0.691
Job Stress	0.311	0.045	0.667	-6.885	0.000

Referring to Table 3, the value of variable beta of coping strategy is - 0.039 and this amount of beta coefficient indicates that the change in one standard deviation in score of coping strategy causes -0.043 SD in the score of job satisfaction and job stress variable beta equals to 0.667 and that this amount of beta coefficient indicates that a change in a standard deviation in the score of job stress causes -0.311 SD change in job satisfaction score.

By referring to the table and according to calculated Beta, the job stress prediction variable is more affective on job satisfaction compared to coping strategies variable and more job stress can be affective on job satisfaction. In general, we can say with 99% confidence that there is a relationship between coping strategies, job stress and job satisfaction. So the hypothesis of the study is confirmed and the null hypothesis is rejected.

The second hypothesis: those who use the cognitive coping strategy have a lower job stress than those who use emotional coping strategies.

Table 4. Calculation of the correlation coefficients between coefficients of prediction (emotional and cognitive strategies) and criterion (job stress).

Variable	Correlation Coefficient	The coefficient of determination	The corrected coefficient of determination	Estimation standard error
Emotional and cognitive coping strategies of job stress	0.341	0.116	0.103	26.418

In order to use this test the correlation coefficients between prediction variables and criteria is evaluated. According to Table 4, the intensity of correlation for prediction variables and the criterion is 0.341. In other words, we can say that nearly 11 percent of the job stress variables

Investigating the Relationship between Job Stress and its Coping Strategies with Marital and Job Satisfaction among Female Employees of Islamic Azad University, Kazeroon Branch

variance is predicted using emotional and cognitive coping strategy variables, then regression was used for significance.

Table 5.

Model	Index Value	DOF	Index Mean	F	Significance Level
Regression	6363.51	1	2296.377	9.078	0.004
Residual	48156.37	69	697.91		
Total	54491.88	70			

In the next stage for regression significance (ANOVA) F test was used. Based on Table 5, F is calculated 9.078. Given that it is more than 1, so it will be significant at level of 0.001, and thereby the regression can be performed.

Table 6.

Model	B Coefficient	Estimation standard error	Beta	T	Significance Level
Fix	209.434	24.027	-	8.717	0.000
Cognitive coping strategy	-1.532	0.508	-0.341	-3.013	0.004

Referring to Table 6 the rate of beta variable of cognitive coping strategies equal to -0.341 and this amount of beta coefficient shows that a change of SD in the score of cognitive coping strategies causes -1.532 SD in job stress. According to calculated Betas the variable of cognitive coping strategies prediction is more effective on job stress depending on the emotional coping strategy prediction. Since their relationship is negative, it can be concluded that the cognitive coping strategies is more affective on reduction of job stress than emotional coping strategy. Therefore, with regard to the data collected, it can be concluded with 99% confidence that those who use cognitive coping strategies have lower stress compared with those who use emotional coping strategy.

Third hypothesis: there is a relationship between the cognitive coping strategies and job stress.

Table 7. Calculation of correlation coefficient between cognitive coping strategies and job stress.

Model	Correlation Coefficient	The coefficient of determination	The corrected coefficient of determination	Estimation standard error
Cognitive coping strategies and job stress	0.322	0.103	0.89	26.8941

First in order to use this test the correlation coefficient between cognitive coping strategies and job stress was investigated. According to the results of Table 7 the intensity of correlation for prediction variables and criteria is 0.322. In other words, we can say that about 10 percent of job stress variables variance is determined using the variables of cognitive coping strategies. Then for regression significance F (ANOVA) test was used.

Table 8.

Model	Index Value	DOF	Index Mean	F	Significance Level
Regression	5257.321	1	5257.321	7.269	0.009
Residual	45567.541	63	723.294		
Total	50824.86	64			

In the next stage for regression significance F (ANOVA) test was used. Based on Table 8, F is calculated 7.269. Given that it is more than 1, so it will be significant at level of 0.001, and thereby the regression can be performed.

Table 9.

Model	B Coefficient	Estimation standard error	Beta	T	Significance Level
Fix	205.265	25.188	-	8.149	0.000
Cognitive	-1.443	0.535	- 0.322	-2.696	0.009

Referring to Table 9 the rate of beta variable of cognitive coping strategies equal to -0.322 and this amount of beta coefficient shows that a change of one SD in the score of cognitive coping strategies causes -1.443 SD in job stress. Therefore, it can be concluded with 99% confidence that there's a relationship between cognitive coping strategies and job stress. It means that the more the cognitive strategies is used the more job stress decreases and vice versa.

Fourth hypothesis: there is a relationship between the cognitive coping strategies and job satisfaction.

Table 10. Statistical indices and the correlation between the cognitive strategy of confrontation and stress.

Variable \ Index	Number	Correlation Coefficient	Significance Level	Result
Job Satisfaction	91	0.263	0.014	H0 is rejected
Cognitive Strategy	89			

According to Table 10, the correlation coefficient between cognitive coping strategies with job satisfaction is -0.263. Since the coefficient calculated 0.263 is larger than coefficient table with probability 0.05, then the null hypothesis is rejected and with 95% confidence we conclude that there is a relationship between cognitive coping strategies and job satisfaction. Therefore, according to the data collected and significance between calculated coefficients this hypothesis is confirmed.

Fifth hypothesis: there is a relationship between job satisfaction and job stress.

Table 11. Calculation of correlation coefficients between job satisfaction and job stress.

Variable \ Index	Number	Mean	SD	Correlation Coefficient	Significance Level	Result
Job stress	78	138.1667	27.71348	-0.629	0.000	H0 is rejected
Job Satisfaction	91	59.9451	12.27673			

To test this hypothesis, Pearson's correlation coefficient was used. According to results of Table 11, the correlation coefficient between job satisfaction and job stress is -0.629. since the calculated value -0.629 is larger than the coefficient table (0.267) with a probability of 0.01 and 89 degrees of freedom the null hypothesis is rejected and by 99% confidence we conclude that there is a significant negative relationship between job satisfaction and job stress, and the more the stress is reduced the more job satisfaction is increased. In order to predict the level of marital satisfaction from job stress variables the descriptive data are studied for statistical analysis in Table 12. Table 13 shows the correlation among research variables. According to the table of coefficient correlation there's a negative correlation coefficient between marital satisfaction in general and job stress in general. Also there is a negative correlation coefficient

Investigating the Relationship between Job Stress and its Coping Strategies with Marital and Job Satisfaction among Female Employees of Islamic Azad University, Kazeroon Branch

between marital satisfaction in general and interpersonal relationships in stress variables of correlation coefficients. Among other job stress variables such as physical condition, job interests and marital satisfaction there is no relationship in general. Generally, there is a negative correlation coefficient between stress variable with marital satisfaction (couple relations).

Table 12. The descriptive findings of job stress variables and marital satisfaction.

Variables	Number	Mean	Standard Deviation
Interpersonal Relationships	100	63.60	4.64
Physical Status	99	60.33	4.15
Job Interests	98	25.66	2.28
General Stress	100	15.68	10.90
Character Subjects	100	17.2	3.2
Couple relationships	100	13.1	8.14
Conflict solvation	99	14.32	7.75
Financial Affairs	100	11.85	8.32
Free times	100	20.40	3.58
Sexual Intercourse	99	12.70	5.6
Child Education	98	22.31	9.4
Relevant relationship	100	18.42	7.34
Religious Orientation	98	16.11	3.57
General Marital Satisfaction	100	140.27	10.43

Table 13. The correlation coefficient between the variables of job stress and marital satisfaction.

Variables	Interpersonal Relationships	Physical Status	Job Interests	General Stress	Character Subjects	Couple relationships	Conflict solvation	Financial Affairs	Free times
Interpersonal Relationships	1								
Physical Status	0.265	1							
Job Interests	0.281	0.212	1						
General Stress	-0.262	-0.251	-0.153	1					
Character Subjects	-0.129	0.210	0.191	0.297	1				
Couple relationships	0.191	0.261	0.215	0.264	x0.411	1			
Conflict solvation	0.118	0.271	0.301	0.261	x0.342	x0.352	1		
Financial Affairs	0.149	0.281	0.241	0.221	x0.431	x0.373	0.396	1	
Free times	0.235	0.141	0.271	0.263	x0.378	x0.316	0.253	0.318	1
Sexual Intercourse	0.301	0.285	0.271	-0.315	0.283	x0.385	0.431	0.258	0.399
Child Education	0.287	0.117	0.265	0.191	x0.328	x0.418	0.285	0.373	0.419x
Relevant relationship	0.151	0.218	0.119	0.231	x0.374	x0.421	x0.389	x0.425	0.383 x
Religious Orientation	0.228	0.257	0.270	0.247	0.256	x0.315	x0.331	x0.330	0.351x
General Marital Satisfaction	x-0.328	-0.278	-0.244	x-0.392	x0.326	x0.330	x0.361	x0.370	0.331x

Also there is a negative correlation coefficient relationship between job stress variable in general and sexual intercourse of marital satisfaction. No correlation was observed between job stress variable in general and other marital satisfaction variables.

CONCLUSION

The results of the above research show that:

1. There is a relationship between coping strategies with job stress and job satisfaction
2. Those who use cognitive coping strategies have lower job stress than those who use emotional coping strategies.
3. There is a relationship between cognitive coping strategies with job stress
4. There is a relationship between cognitive coping strategies with job satisfaction
5. There is a relationship between job satisfaction and job stress
6. There is a general relationship between employee's general job stress with marital satisfaction
7. There is a relationship between general marital satisfaction of employees with job stress
8. There is a relationship between general job stress of employees with marital satisfaction variables

The findings of the research suggest that female employees have job stress and there is a relationship between job stress and marital satisfaction which means a negative correlation. The more the job stress is the less the marital satisfaction will be. Because females' employment gives them less time and opportunities to spend with family and doing their housework, so it has been effective in reducing marital satisfaction.

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