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**The relationship between dispatcher stress and social support,
job satisfaction, and locus-of-control. (Volumes I and II)**

Burke, Tod William, Ph.D.

City University of New York, 1991

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**THE RELATIONSHIP BETWEEN DISPATCHER STRESS
AND SOCIAL SUPPORT, JOB SATISFACTION, AND
LOCUS OF CONTROL**

by

TOD WILLIAM BURKE

VOLUME 1

**A dissertation submitted to the Graduate Faculty in
Criminal Justice in partial fulfillment of the
requirements for the degree of Doctor of Philosophy,
The City University of New York.**

1991

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This manuscript has been read and accepted for the Graduate Faculty in Criminal Justice in satisfaction of the dissertation requirement for the degree of Doctor of Philosophy.

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Abstract

THE RELATIONSHIP BETWEEN DISPATCHER STRESS
AND SOCIAL SUPPORT, JOB SATISFACTION, AND
LOCUS OF CONTROL

by

Tod W. Burke

Adviser: Dr. Barbara Stanley

The purpose of this research was to explore the relationship between dispatcher stress with the variables of locus of control, job satisfaction and social support. The sample consisted of civilian police dispatchers, fire/ambulance dispatchers, dual dispatchers (those that dispatch both police and fire/ambulance), and civilian clerks (All respondents (N = 254) were selected from the southern New Jersey region).

Results indicated that those dispatchers who reported occupational stress perceived that they had little control over their working environment; they were not satisfied with their present job; and that they did not have the necessary support to successfully fulfill their job functions. Although dispatchers (in general) reported occupational stress, there was no support that one dispatching group experienced greater stress than another group. In other words, it could not be stated with statistical certainty that police dispatchers experienced

greater stress than fire/ambulance or dual dispatchers.

The stress among dispatchers was also compared among other occupational groups (physicians, teachers, social workers, etc.). The results indicated that other groups also experienced job stress, but it was unclear whether these groups reported greater stress than dispatchers.

Unique aspects of dispatcher stress were reported, as well as organizational implications for dispatchers and other occupations. In addition, it was suggested that future research include longitudinal studies, expanded geographical areas, a comparison among dispatcher work settings, and health measures among dispatchers.

THIS DISSERTATION IS DEDICATED TO

MY PARENTS,

CHARLES R. BURKE AND ROSALYN BURKE

IN APPRECIATION FOR THEIR CONSTANT LOVE,
SUPPORT, AND ENCOURAGEMENT.

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CHAPTER 1

INTRODUCTION: REVIEW OF THE LITERATURE

Over the last decade, the law enforcement community has devoted particular attention to the phenomenon of "police" stress. Researchers have strived to identify the specific stressors confronting today's officers, and suggest proper methods of stress management (Kroes, Margolis, and Hurrell, 1974). Many of the stressors experienced by police dispatchers parallel those of the police officer. Examples include: (1) Responsibility towards others; (2) lack of public support; (3) role overload; (4) poor pay; and (5) shift work (Medows, 1981; Stratton, 1984; Territo and Vetter, 1981). However, very little attention has been given to the stress experienced by police dispatchers.

The communication center of any police agency provides a vital link between the citizens of a local community and law enforcement personnel (Barrett, 1985). This "vital link" has attracted national media attention via world television movie premiers, syndicated television programming and national news headlines (e.g., the world television movie premiere - "Good night sweet wife: A murder in Boston" (October, 1990); television programming of "Emergency 911"; or national news headlines: "Dallas

dispatcher is accused of delay in fire that killed 5" (Philadelphia Inquirer, November 9, 1988)). Given the important role dispatchers play as "gatekeepers" to the police department and as "life-lines" to the field officers, it is imperative that police administrators, police officers, and the law enforcement community generally have a better understanding of the essential duties of the dispatcher.

The relationship between stress experienced at work and employee health is a growing area of concern in all occupations. Research investigating factors which mediate the stress process should help discover who is most susceptible, and most importantly, how such factors can be reduced. Such information is crucial to both individuals and organizations (Weber, 1986, p.1, 2).

A number of variables may contribute to job stress. However, it is the purpose of this study to focus upon those variables which may directly (or indirectly) affect the duties of the dispatcher. These variables include: (1) job stress and burnout; (2) locus of control; (3) job satisfaction; and (4) social support.

DEFINITION OF STRESS

While the word "stress" is derived from Latin and was used in the English language as early as the 17th century to mean "hardships, straits, adversity or affliction"

(cited in Hinkle, 1977), "it was not until 1936 when Hans Selye began popularizing the term that stress research began in earnest" (Barrett, 1985, p. 22). Since that time many concepts, models and definitions of stress have emerged (Eisdorfer and Wilkie, 1978).

Stress has been defined in a variety of ways (Engle, 1953; House, 1981; Lazarus and Folkman, 1984; McGrath, 1970; Mechanic, 1962; Pearlin, Liberman, Managhan, and Mullan, 1981). Perhaps the most widely recognized definition of stress is the one developed by Selye (1982): "Stress is the nonspecific response of the body to any demand." Selye's basic biological model contends that the body responds to stress in three stages (regardless of the sources), a model which he calls the General Adaption Syndrome (GAS). The first stage is called the Alarm Stage. During this initial process there is an instantaneous and intense sympatho-adrenal medullar response. If exposure to the environmental demand (which Selye refers to as a "stressor") continues, the organism moves into the second stage of resistance. During the Resistance Stage, there is an increased activity of the immunological system marked by an increase in the release of cortico-steroids. The organism attempts to adapt, or adjust to, the abnormal level of arousal. Continued exposure leads to the final stage, the Exhaustion Stage. Available energy has been

expanded and there is a dramatic fall off of the sympatho-adrenal medullar system and an increase in the hypothalamic pituitary axis (HPA) system (Seyle, 1974). Stress-related disorders or illnesses are part of the Exhaustion Phase.

... Stress has come to have a variety of meanings. Depending upon one's perspective, stress may be a response or a stimuli. It may be the result of major changes in life events, an accumulation of daily hassles or uplifts, it may be seen as the interactions of an individual's abilities within his or her social context or conceived of in terms of an individual's response to the work place (Barrett, 1985, p. 36).

While the definition of stress varies among the theorists, common job-related stressors are often noted.

JOB - RELATED STRESSORS

Research in the field of psychosocial stress (French, Rogers and Cobb, 1974; Kahn, 1970; McGrath, 1970) indicates that many occupational settings are potentially stressful (Revicki and May, 1985). For example, based upon the data on role stress and work load from a study of 23 occupations, Caplan, Cobb, French, Harrison, and Pinneau (1975) found that forklift operators, assemblers and train dispatchers perceived the greatest amount of role conflict. In addition, forklift drivers, programmers, engineers and scientists suffered from job stress due to role ambiguity.

Kahn, Wolfe, Quinn, Snoek, and Rosenthal (1964) found in their study that men who suffered from role ambiguity experienced greater job stress, lower self-confidence and

lower job satisfaction. In a sample of 205 volunteer engineers, scientists and administrators (from a NASA base) French and Caplan (1970) discovered that role ambiguity was significantly related to low job satisfaction and physiological strain.

Job related stressors and low job satisfaction have been widely noted (Alderfer, 1969; Blauner, 1960; Caplan, 1971; Caplan et al., 1975; Indik, 1963; Kahn, 1972; Mott, Mann, McLaughlin, and Warwick, 1965; Porter and Lawler, 1975; Quinn, Seashore, Kahn, Mangione, Campbell, Staines, and McCullough, 1971; Vroom 1964 and 1969; Zander and Quinn, 1962). Low job satisfaction and job stress have been linked to: (1) Conditions at work (health and safety hazards and unpleasant work conditions, (physically demanding work and long hours of work), shift work, unclear tasks, lack of control over work); (2) work itself (lack of use of skills and abilities and repetitive job functions); (3) the work group (lack of interaction with co-workers, lack of cohesiveness among workers, non-acceptance by co-workers); (4) supervision (lack of decision-making ability, lack of feedback, lack of recognition, lack of understanding or consideration); (5) the organization (large organization with a lack of promotional opportunities and discrimination in hiring and promotion); (6) wages (low financial rewards or perceived inequity in

wages (Cooper and Payne, 1978).

Research findings suggest that job - related stressors among various occupations include low job satisfaction, a lack of social support and a lack of control. These variables are also significant in understanding the role of the dispatcher.

ROLE OF THE DISPATCHER

The role of the dispatcher is both complex and often misunderstood by administrators, officers, and citizens. Doerner (1987, p. 257) states "that police dispatchers form the 'hub' of departmental activity. They communicate information to street units, direct patrol officers to answer calls for service, and coordinate response activities." They must process a complex array of information continuously while making rapid judgments and responses to that information (Ksionzky and Mehrabian, 1986, p. 45). Furey (1984) notes that the dispatcher must consolidate mounds of information into a concise and understandable message --all of which must be performed with near mechanical precision.

In a matter of seconds, the dispatcher must decipher non-emergency calls with crisis calls for service. "With significant time pressure, the dispatcher... is required to direct the activities of multiple field units; receive, assimilate, and dispatch information from a variety of

sources; and effectively communicate with officers and citizens" (Sewell and Crew, 1984, p. 9). In addition, "the dispatcher must attempt to make an unintelligible statement intelligible, even though the caller may be near hysteria" (Carlson, 1977, p. 30).

The role of the dispatcher can be highly stressful with ambiguity and conflicting values surrounding the job. Dispatchers are sometimes required to play many different roles, including that of the police officer, supervisor, commander, or even chief (Arbogast, 1989). The responsibilities for other people's lives and well-being and long hours of inactivity interspersed with unpredictable crisis add to the stressful duties of the dispatcher (Bank and Romano, 1982). As police officers who must experience their peers' handling dangerous calls, the police dispatcher must also endure the stress of anticipation and vicarious fear (Barrett, 1985).

STRESS AND THE DISPATCHER

One should note that the stressors (those factors which produce stress) suffered by police dispatchers are not dissimilar to the stressors of air-traffic controllers (ATC) (Hurst and Rose, 1978; Sewell and Crew, 1984). As with police dispatchers, the ATC is required to direct multiple units in the field, receive, assimilate and dispatch information received from a variety of sources and

is responsible for the lives of others.

Cobb and Rose (1973), in a study of occupational stress in ATCS, found a higher incidence of hypertension, peptic ulcers, and diabetes in ATC's as compared to the general population. LaRue (1980) noted that police dispatchers show a higher incidence of heart disease, allergies, nervous disorders, suicide, divorce and alcoholism. Crump (1979) identified workload as the most significant source of stress for ATC's. This workload included the duration of radio communication, number of planes controlled and the pressure of time. Barrett (1985, p. 9) states that similar aspects of job performance are also true for the police dispatcher. "Radio and telephone calls are recorded and analyzed for peak efficiency, a significant number of patrol units must be constantly monitored, and priority calls must be handled in swift succession."

In the discussion of dispatcher stress, Sewell and Crew (1984, p. 6) cited Martindale's (1977) cynical advertisement for air traffic controllers. This could readily be applied to police dispatchers:

"HELP WANTED: World's busiest airport seeks radar jockeys for unusually stimulating, high-intensity environment. Must be able to direct at least 12 aircraft at one time and make instant decisions affecting the safety of thousands. No degree required, but prior experience as a traffic cop seeing eye-dog, or God helpful. Severe stress will jeopardize sanity and result in early termination from job, but employer will absorb cost of medical and psychiatric care."

In addition to the stressors experienced by ATC's, studies have found that police dispatchers have stressors unique to their own occupation. Sewell and Crew (1984) outlined ten (10) aspects of the dispatchers job which contributes to stress. They are:

1. Second-class citizenship
2. Insufficient training
3. Multiple calls
4. Required decisions
5. Anticipation
6. Antiquated systems
7. Low control
8. Confinement, inadequate interpersonal communication
9. Negative citizen contact
10. Lack of professional development.

Guthery and Guthery (1984) discuss eleven stressors unique to police dispatchers. They are identified as:

1. Being relegated to a low position on the department's hierarchy and treated as such
2. Feeling that police officers do not care about them
3. Lack of breaks
4. Shift work
5. Insufficient pay compared to the level of skills necessary to perform the job
6. Lack of uniform certification process
7. Insufficient ongoing training
8. Hypervigilance and anticipatory stress

9. Sexism
10. Calls involving abusive or irate citizens, emergency calls, or child abuse calls
11. Lack of support and positive reinforcement from supervisors and management.

Payne (1984) provided a dispatcher-stressor outline by gender. He found some stressors that were unique to male and female dispatchers based upon personalities (coworkers/supervisors/citizens), support, procedures, tasks, control, promotions/pay, training and activity. The following stressors bothered more female dispatchers:

1. Slow periods on the job
2. Personality of the co-worker
3. Personality of the caller
4. Inability to exercise own discretion

The stressors bothering more male dispatchers were:

1. Change in procedures
2. Number of separate tasks to perform within the job
3. Rotating shifts monthly

Common stressors included:

1. Shift work (rotating weekly)
2. Lack of adequate training
3. Working alone
4. Quality of equipment
5. Changes in procedure without advance notice
6. Lack of recognition for a job well done
7. Lack of support by co-workers
8. Lack of opportunity for advancement
9. Unfeeling supervisors.

One important stressor pertains to shift work.

Research findings indicate that evening or night work causes changes in circadian rhythms in terms of sleep, body

temperature and gastrointestinal functioning, as well as disturbed rhythms in social functioning and family relationships (Holt, 1982). A study by Meers, Maasen and Verhaegen (1978) found that those workers who remained on shift work for three (3) years showed more signs of disturbed sleep, gastrointestinal problems and anxiety than those who changed after six (6) months.

Shift work can have a negative impact on social and family life, especially in terms of sexual activity and family responsibilities (Mott et al., 1965). Tasto and Colligan (1978) reported that those who were on rotating shifts had more serious illness and accidents than those on steady shifts.

According to Guthery and Guthery (1985, p.1), shift rotations are a common stressor listed by dispatchers. They believe that people need time to adjust to new body rhythms and time schedules. "Much like 'jet-lag' is proven to be disruptive, so too is shift rotation when done frequently - every two weeks or less" (Guthery and Guthery, Seminar Handout, 1985, p. 1).

Another major stressor of the police dispatcher focuses upon training. Response Time Analysis (1978) found that approximately 95% of all police work performed by the department's patrol force is first received, screened, and assigned over police communications systems. Scott (1977)

discovered that of the total number of calls for service, approximately one-third to one-half result in the dispatch of at least one patrol unit. The remaining service requests are handled by the police dispatcher or diverted to other social agencies.

Weaver (1985, p.17) proposed that "the key to ensuring optimal performance of all dispatch personnel is intensive training." Sewell and Crew (1984, p.9) also found that:

... In spite of efforts by professional organizations, such as the Associated Public Safety Communications Officers (APCO), training for communications operators is still primarily on the job. In too many departments, such training is conducted by senior personnel without the benefit of a formalized training program... Consequently, the operator lacks the training - and perceives the deficiency -- which is necessary for the most efficient operation of the communication center and assures maximum safety of officers on the street.

Guthery and Guthery (1984) noted that administrators do not comprehend the dispatchers' need for ongoing training. They found that a large number of the dispatchers that attended their seminars had to pay their own way, and yet the same department send officers to training schools costing much more. This reinforces the concept that police dispatchers are perceived as "second - class" citizens.

The dispatch center in many police agencies is a "dumping ground" for police officers who are injured or too old for the street or who are disciplinary problems. A

frequently heard complaint is that the "dispatch center is nothing more than a punishment zone. Screw-up and it's off to dispatch" (Guthery and Guthery, 1982, p. 57).

Shift work and a lack of training are just two of the many stressors affecting dispatchers. If these stressors are not minimized or eliminated, dispatchers risk the potential of job burnout.

BURNOUT

According to Payne (1984), stress is the initial stage of the "burnout" syndrome. In order for one to fully comprehend dispatcher stress, it is therefore necessary to understand the concept of "burnout." Payne (1984) defines burnout as "an imbalance between the demands of the job and the expected rewards. As time goes on and the gap widens further, the worker will eventually 'burnout'" (Payne, 1984, p. 20). Cherniss (1980) believes "burnout is a process in which a previously committed organization member disengages from his or her work in response to stress and strain experienced in the job" (Cherniss, 1980, p. 18). Kahn (1978, p. 61) describes burnout as "a syndrome of inappropriate attitudes towards clients and towards self, often associated with uncomfortable physical and emotional symptoms."

Paine (1982) notes that the Burnout Stress Syndrome (BOSS) is a consequence of job stress, personal

frustration, and inadequate coping skills. Pines, Aronson and Kafry (1981, p.15) states that "burnout is the result of constant or repeated emotional pressure associated with an intense involvement with people over long periods of time. Such intense involvement is particularly prevalent in...social service occupations, where professionals have a 'calling' to take care of other people's psychological, social, and physical problems. Burnout is the painful realization that they no longer can help people in need, that they have nothing left in them to give." Burnout can result from having too many negative attitudes and too few positive features in one's environment (too many pressures, conflicts and demands combined with too few rewards, acknowledgements, and successes). One may be able to stay in a demanding career only when one feels valuable (perceived job status), appreciated and possesses a feeling of personal accomplishment (Pines et al., 1981).

Burnout is characterized by emotional exhaustion and cynicism that occurs frequently among individuals who do "people work." Burnout may lead people to feel unhappy about themselves and dissatisfied with their accomplishments on the job (Maslach and Jackson, 1981). Freudenberger (1977, p. 26) notes that "sufferers of burnout do not see themselves as angry, rigid, cynical and depressed human beings others are having difficulty working

with... They instead find themselves fatigued, depressed, irritable, bored and overworked... and contributing less while often working longer and experiencing symptoms of physical problems." Freudenberger (1977, p. 26) adds that these people often fail to see their situation as stemming from inside themselves. Rather, they find fault with everything and everyone around them, complaining about the organization and reacting cynically to whatever is suggested or attempted by others.

BURNOUT AND THE DISPATCHER

Maslach and Jackson (1981) highlighted three (3) aspects of the burnout syndrome: emotional exhaustion, depersonalization, and personal accomplishment. Maslach and Jackson (1981) characterized emotional exhaustion as the dispatchers' feelings of fatigue and frustration. Dispatchers are emotionally drained at the end of the work shift and fatigued the following day at having to face another day. Emotional exhaustion is viewed as the primary component of burnout. The depersonalization phase occurs when the dispatcher may treat the citizens in a callous manner. They tend not to care about what happens; they develop a cynical attitude towards the job. One of the major contributing factors of depersonalization is that dispatchers often feel they are treated as impersonal objects by the citizens on the telephone and/or by the

officers in the field. Citizens may blame the dispatcher for not responding quickly enough (when in fact it is the officer who is responding to the call for service) or not understanding their problem. The citizens may even resort to derogatory names. One New Jersey dispatcher strongly stated that "dispatchers should not have to take abuse... We're public servants, not public slaves..." (Key, 1986, p. G3).

Golembiewski et al. (1983) found that emotional exhaustion was the most potent contributor to burnout, that lack of personal accomplishment was less potent and that depersonalization was the least potent contributor to burnout. Other studies (Burke, 1986; Burke, Sherer and Deszca, 1984; Golembiewski, Munzenrider and Carter, 1983) have also validated the notion of progressive stages of burnout. Welch, Medieros and Tate (1982) postulate that burnout is due to the lack of satisfaction and control over one's work. One way of viewing one's work is by examining locus of control.

LOCUS OF CONTROL

The appraisal and coping processes are shaped by an array of personal and situational factors. Among the most important personal factors are beliefs, especially beliefs about personal control (locus of control).

Beliefs about control concern the extent to which

individuals assume they can control the course of their lives or the outcomes of importance, and are among those beliefs which influence primary appraisal. The concept of locus of control is one of the widely used/applied formulations. Locus of control is defined by Rotter (1966) as a generalized expectancy for internal and external reinforcement. Internal controls refers to the individual's belief that an event or outcome is contingent upon his or her own behavior or on relatively stable characteristics such as ability. External control is the belief that an event or outcome is caused by factors beyond the individual's control; for example, luck, fate, task difficulty, or powerful others.

Lefcourt (1976) described locus of control as a measure of generalized expectations which operate across a large number of situations. While internal control refers to the perception that events (both positive and negative) are a consequence of one's own actions, and therefore under personal control, external control refers to the perception that events are unrelated to one's behavior and thus beyond the realm of one's personal control. Lefcourt added that the locus of control variable(s) could be an effective predictor of human behavior. He states, "... A person's actions are predicted on the basis of his values, his expectations, and the situations in which he finds himself"

(Isfcourt, 1976, p. 26).

Research indicates that people who are "high" in locus of control (i.e., internal control) seem to be highly attracted to situations that offer possibilities for individual achievement (Watson and Baumol, 1967). Those who possess a sense of internal locus of control are also more apt at manipulating their working environment to obtain necessary instrumental information for task performance (Organ and Green, 1974; Seeman and Evans, 1962; Valencha, 1972). In addition, individuals who possess internal locus of control are more efficient at processing information (Wolk and Dulette, 1974) and are more likely to perceive a direct connection between the stimuli of the job and intrinsic satisfaction (Sims and Szilagyi, 1976). According to Korman (1971, p.339), "Internals are likely to develop a more optimistic opinion of their capabilities and competencies and consequently a greater confidence in their abilities to handle ambiguous situations where rules for behavior will become less salient and less useful." Burke (1982) noted that an internal locus of control was related to more self-esteem, more activity, and a strong desire to help, while subjects with more external scores were more abrasive, ineffectual, timid, and had less of a desire to help. Based on the data of 44 registered nurses, Replogle, O'Bannon, McCullough, and Cashion (1980)

discovered that nurses who believe that they have power over their lives are more likely to be assertive.

Anderson (1977, p. 450) found that "externals perceive higher stress than internals in a particular situation and...respond with much more defensiveness and much less task-oriented behaviors than internals." Houston (1972) discovered that those persons possessing external locus of control tend to remove themselves more easily to stressful, ambiguous situations and are more likely to be affected by those situations. Individuals who lack control will perceive greater threat in potentially stressful situations than those who believe they have control (Lazarus, 1966). Strassberg and Hartman (1973) found that persons with external locus of control were more likely to be anxious than subjects who possessed internal locus of control.

Ricotta (1984) noted that external locus of control was associated with perceived stress. He suggested that nurses who experienced an external locus of control were more vulnerable to high levels of perceived stress. Manuck, Hinrichsen and Ross (1975) revealed that students who were experiencing life stress and were externally oriented reported greater trait anxiety (from state-trait anxiety measure).

LOCUS OF CONTROL AND THE DISPATCHER

The dispatcher is often forced to deal with hostile, angry citizens or people in crisis but has no way of providing personal assistance (lack of control) except in the way of assigning an officer to deal with the problem (Welch et al., 1982). In fact, many dispatchers never find out what happened to the call they dispatched. The assistant director of a New Jersey communication center complained: "...You'd like to find out how a call turned out. Instead, you just spend a month wondering, 'Did I do okay?'" (Key, 1986, p. G1).

It has been shown that individuals with a strong internal locus of control report less symptoms of burnout (Nowack and Hanson, 1983). Also, individuals who have a greater sense of control will remain healthier than those who feel powerless in the face of external stressful forces (Kobassa, Maddi and Kahn, 1982). One must be quite cautious, however, in assuming that internal beliefs are always facilitative. According to Payne (1984), he discovered that close to 90% of the dispatchers possessed a "Type A Personality." Friedman and Rosenman (1984) characterized the Type A personality by a competitive style, impatience, preoccupation with time, and aggressiveness. These people are prone to cardiovascular disease. Payne adds that this person (Type A) has a

problem with time. It is always a race against the clock. He found that these dispatchers were short-tempered and competitive and had a strong need to control themselves and others (strong internal locus of control). These findings are consistent with those made by Glass (1977). Glass noted that Type A individuals, presumed to be internal in locus of control, tended to engage in exaggerated struggles to control encounters and felt more helpless and distressed when their efforts at control were unsuccessful, therefore making them more susceptible to stress in many situations.

JOB SATISFACTION

The study of job satisfaction is not a recent phenomenon. Since the Hawthorne studies of the 1920's, "there has been an enormous output of work on the nature, causes and correlates of job satisfaction" (Gruneburg, 1976, p.x). For example, Herzberg (1966) claimed that the factors which caused job satisfaction were separate and distinct from the factors that caused job dissatisfaction. According to Herzberg (1966, pp. 53-62), those factors causing job satisfaction (motivators) relate to the satisfaction of the job itself and include: achievement, recognition for achievement, the work itself, responsibility, and growth or advancement. Those factors causing job dissatisfaction (hygiene factors) are extrinsic to the job and include: company policy and administration,

supervision, interpersonal relationships, working conditions, salary, status and security. It is important to note that the opposite of job satisfaction is not job dissatisfaction, but rather, "no" satisfaction. Similarly, the opposite of job dissatisfaction is not job satisfaction, but "no" job dissatisfaction (Herzberg, 1966).

The findings by Herzberg (1966) are in direct opposition to the traditional idea that if the presence of a variable in the work situation leads to job satisfaction, then its absence will lead to job dissatisfaction (Ewen, Smith, Hulin, and Locke, 1966). Various researchers (King, 1970; Locke, 1975; Porter, Lawler, and Hackman 1975; Schneider and Locke, 1971) have found Herzberg's assessment of job satisfaction/dissatisfaction incomplete. Yet, despite the vast output by researchers to determine the components of job satisfaction, the precise definition has been in debate due to obscure differences in degree of satisfaction in specific areas. However, a frequently used definition of job satisfaction, developed by Hulin, Smith, Kendall and Locke (1963), states that job satisfaction is the totality of an employee's feelings about the various aspects of his/her work. The aspects of job satisfaction include: the work itself, pay, promotional opportunities and policies, co-worker and supervisor support. In

addition, one's perceived status plays a vital role in the emotional appraisal of job satisfaction (Boyd and McRoberts, 1982; Kaufman, 1985; Radde, 1986).

Haller and Miller (1971) found that a person's occupation exerts a pervasive influence throughout life; job satisfaction plays a critical role in that influence. Radde (1986, p. 61) notes that job satisfaction influences self-worth or self-respect, which may be influenced by one's occupational status. Kaufman (1985, p. 22) defines job status as the prestige level of a job as viewed by the general population. Shils (1968) states that job status is the recognition of power and privilege. It is the "moral worth" of a person in relation to job satisfaction. Boyd and McRoberts (1982, p. 131) state that an occupation's prestige and status for an individual reflects strongly its desirability to the individual. "An employee deprived of status can linger, disrupt, and sabotage unit morale and productivity" (Radde, 1986, p. 61).

Davies (1952) recognizes that job status plays a significant role in career choice, as well as one of the major contributors to social status (Bose, 1973). Cleveland, Festa and Montgomery (1988) found that one's occupational "title" has an effect upon the perceived status and perception of the employee, as well as other members of society. For example, "the position of

Production Manager or Construction Manager is perceived as a masculine job, while the position of Editorial Assistant or Secretary is perceived as a feminine occupation" (Cohen and Bunker, 1975 in Cleveland et al., 1988, p. 114). Thus, one's occupational title may influence job perception creating an occupational stereotype affecting the status of the employee. In an earlier study, Cleveland and Landy (1987) had found that older workers with the title of "Intermediate Programmer" received less favorable perception ratings than younger workers, due to age-typing (and the use of two independent methods of job classification).

It is important to note that possessing a high status occupational title/job does not necessarily guarantee job satisfaction. Brief and Hollenbeck (1985) found job satisfaction to be a relatively unimportant contributor to one's quality of life. Quinn and Shepard (1974) discovered that men in "high status" occupations suffered from depression, even though they appeared to be satisfied with their job. Cherry (1978) found that persons employed in perceived high status occupations suffered from more "nervous strain." In another "strain" study, French, Caplan and Harrison (1982) noted that too little income was associated with increased strains. This lack of pay resulted in job dissatisfaction.

JOB SATISFACTION AND THE DISPATCHER

The satisfaction of one's position may be related to many factors. These factors include job title or position, salary, tenure, availability of advancement, and respect/recognition by others. Considering the factors which constitute satisfaction, it appears likely that the lack of satisfaction may contribute to police dispatcher stress.

Status incongruence occurs when a person of a perceived higher status within an organization receives choices and privileges not enjoyed by individuals of a perceived lower status (Bruns, 1988). Dispatchers are not accorded the same status as other members of their organization. It is not unusual for police dispatchers to perceive themselves as "second-class" citizens within their own department. Line officers are quick to criticize and administrators, and supervisors lack the knowledge about the role and functions of the communication center (Sewell and Crew, 1984).

According to Ksionzky and Mehrabian (1986, p. 47), "dispatchers are civilians working in a police department and are likely to feel somewhat subordinate within the social hierarchy of that department...They are often criticized for various errors or for failure to respond rapidly enough to calls. Being civilian and in a

subordinate position, dispatchers cannot justify their situation or errors on an equal footing."

The stress resulting from status incongruence and job dissatisfaction is heightened by the lack of monetary rewards received by dispatchers. O'Dell (1979) describes the traditional dispatcher as the "poor relation" of police work. That is, poor in training, poor in prestige (status) and poor in pay.

Personal accomplishment is defined by Maslach and Jackson (1981) as the feelings of competence and successful achievement in one's work. It has been shown that the greater sense of personal accomplishment on the job, the lower the feeling of burnout and job dissatisfaction. Basically, a high level of personal accomplishment gives the dispatcher a sense of exhilaration for working, and a feeling that their work is worthwhile (high job satisfaction). Furthermore, along with this sense of accomplishment is the need for a network of social support.

SOCIAL SUPPORT

The study of social support had its origins in leadership studies (Fleishman, 1957; Halpin and Winer, 1957; Katz, Maccoby and Morse, 1950) which investigated several ideas, including: (a) the degree to which supervisor behavior could be characterized as considerate or employee oriented, and (b) the relationship of perceived

supervisor considerate behavior to subordinate job satisfaction (Blau, 1981). However, current research includes co-worker support and off-job influences (e.g., friends, spouse) (Blau, 1981).

Cobb (1976) defined social support as information which leads a person to believe: (1) he or she is cared for or loved; (2) he or she is esteemed and valued; and (3) he or she belongs to a network of communication and mutual obligation. Caplan and Killilea (1976) defined social support as those relationships which promote emotional mastery, offer guidance, and provide feedback about one's behavior that validates self-concept and evaluation. Mitchell (1969, p. 2) believes a social support network is "a specific set of linkages among a defined set of persons, with the property that the characteristics of these linkages as a whole may be used to interpret the social behavior of the persons involved." Bott (1956) simply notes that social support is "all or some of the social units with whom a particular individual or group is in contact" (Bott, 1956, p. 320). Craven and Wellman (1973) add that support may be tangible, as in the form of monetary rewards, or it may be intangible, taking the form of encouragement, personal warmth, love, or emotional support.

Support is a process that develops and is maintained

through the ongoing interactions of organization members (Wellman, 1981). The availability and accessibility of social support is largely determined by the structure or organizational ties that members have with one another (Gottlieb, 1981).

Social support has often been labelled a "buffer" because it moderates or "buffers" the relationship between job stressors and employees' negative reactions (House, 1981). Kahn et al. (1964) proposed that the buffering effect is an interaction in which high levels of social support weaken or eliminate the relationship between job stressors and employee reactions. In other words, social support has no direct effect on either stress or employee reactions but rather modifies the relationship between them, much as a chemical catalyst modifies the effect that one chemical has upon another (House, 1981). "Buffering is usually manifested as an interaction effect between life stress and social support: Under conditions of high life stress, individuals with high levels of social support show fewer psychological or somatic symptoms than those with low levels of social support, whereas under conditions of low life stress there is little or no difference in symptom levels between high and low social support groups" (Martin and Burks, 1985, p. 448).

In a study of men from 23 occupations, LaRocco, House

and French (1980) investigated the effect of perceived social support from supervisors, coworkers, spouse, family and friends, in relation to job strain, job satisfaction, and physical and mental health. Their results indicated that social support buffered job stress and mental health, but not job dissatisfaction and boredom. LaRocco and Jones (1978) discovered social support from superiors was more closely related to job satisfaction and coworker support more closely related to satisfaction with the organization as a whole. House and Wells (1978) also found that supervisor support reduced work stress and indirectly improved health among their sample of hourly male workers in a large, rubber, chemicals and plastics manufacturing plant. However, coworkers did not appear to be a health buffer.

Etzion (1984) discovered that sex differences existed in support among Israeli managers and human service professionals. Examining the relationship of social support from supervisors, coworkers, family and friends with job and life stressors and burnout, Etzion (1984) found that stress (for men) was buffered by supportive relationships within the organization, such as supervisors and coworkers, whereas, for women, family and friends (life sources) buffered work stress.

A study by Anderson and Gray-Toft (In Albrecht and

Adelman, 1987) revealed that nurses on the day shift perceived high stress and burnout and had greater support networks than those nurses on the evening and night shift. Thus, support buffered stress and burnout for day-shift nurses, but not for other shifts. They noted that without the buffering effect of social support, nurses under chronic, excessive stress tend to burn out. However, Ray (1983) found no support for a relationship between social support and job burnout among nurses.

A study of NASA administrators found that the social environment of an organization, particularly that of social support, significantly affects both the perceptions of job stress and physiological outcome measures. It was revealed that those workers with poor interpersonal relationships with supervisors, coworkers, and subordinates consistently had higher levels of job stress and physiological symptoms than those workers with good relations (French and Caplan, 1970).

It is obvious that the work setting is a potentially powerful and efficient mechanism of planned social intervention and change. "Since social support has been demonstrated to help diminish the effects of stress, the potential to enhance social support at work would be an effective, efficient, and preventive mechanism for reducing work stress, improving health, and buffering individuals

against the effects of work stress on health" (Weber, 1986, p. 118). House (1981, p.9) stated that "the work organization provides a good mechanism for effects on stress or health or the relationship between them."

SOCIAL SUPPORT AND THE DISPATCHER

Pine and Maslach (1978) found that the lack of support from supervisors and administrators is a major cause of employee burnout. This can result in dispatchers' feeling unappreciated, devalued, resentful and angry. Burton (1983) reflects that dispatchers need to be loved, supported emotionally, appreciated, and challenged. He adds that this support must come from others, especially coworkers.

Tarvin (1982) believes that many problems in most police communication centers are due to the inherent conflicts between civilian employees and sworn officers and supervisors. Barrett (1985) found that many dispatchers did not feel supported by supervisors when complaints were voiced by citizens or in a procedural conflict with officers in the field. Brandenburg (1988) adds that conflicts between officers and dispatchers become personal aggressions and the stress in the work place interferes with job performance.

JOB PERFORMANCE AND THE DISPATCHER

Job stress is a major factor in the performance of the police dispatcher. Brandt (1982, p.14) states that "job stress can eventually lead to negative changes in an employee's personality (behaviors), health, job performance and home life. This in turn leads to burnout and a high turnover rate." Moriarty and Field (1988, p. 12) recognized that many police agencies lack a structured approach to pre-employment of dispatchers, which in turn results in "weak stress immunity and poor job performance."

One important factor associated with stress/anxiety and performance in dispatchers is "time factor." The number of telephone calls and radio calls a dispatcher must handle in a short period of time raises questions about the dispatcher's actual performance. Do highly stressed/anxious dispatchers, who interpret a wide spectrum of information in a minimal time frame, lose their ability to judge or discriminate between what may be a minor problem and what may be a potential disaster? (Barrett, 1985). Although dispatchers are not subject to the physical dangers that police officers are exposed, they "are exposed to ego threatening situations such as confrontations with citizens, time pressure and peak performance requirements, and the threat that they may be ultimately responsible for the health and lives of others"

(Barrett, 1985, pp. 136-137).

In sum, although the dispatcher may perceive a lack of control, low job satisfaction and little social support (all of which may impact upon job performance and stress (Birnbaum and Somers, 1986; Jamal, 1984, 1985; Mowday, Porter and Dubin, 1979; Wiggins and Moody, 1983)), it is unclear whether these variables are the result of specific job functions (i.e., police dispatcher v. non - police dispatcher) or the organizational setting (e.g., being a civilian in a non-civilian organization). Therefore, it is necessary to examine the role of civilians within a non-civilian organization.

CIVILIANS V. NON-CIVILIANS WITHIN ORGANIZATIONS

The stressors affecting civilian dispatchers has been well documented (Arbogast, 1989; Bank and Romano, 1982; Barrett, 1985; Carlson, 1977; Crump, 1989; Doerner, 1987; Furey, 1984; Guthery and Guthery, 1984 and 1982; Ksionsky and Mehrabian, 1986; Payne, 1984; Sewell and Crew, 1984), however comparisons of the stressors experienced between civilians and non-civilians in a work setting has been minimal. In a study of 60 police officers and civilians employed as radio dispatchers, Kirmeyer and Lin (1987) found that technical conversations about the job, conversations on departmental policies and family problems were significantly associated with perceived social

support. Thus, the greater the support network between the groups, the more conversation that took place. Kirmeyer (1985) recorded support reactions via conversations between police officers and civilians employed as radio dispatchers. Results indicate that the subjects' nonverbal and verbal responses were unrelated to each other. In other words, common topics of conversation were infrequent between civilian and non-civilian employees v. within each group.

Studies involving civilian v. non-civilian employees have also been conducted within the military (The military organization is suitable for comparison due to the paramilitary structure of police and fire ambulance organizations). Overall, those individuals employed as non-civilians (i.e. combat personnel) revealed greater job satisfaction (Martin and O'Laughlin, 1984; Youngblood, Mobley and Meglino, 1983) and perceived stronger support networks (Nezu and Carnevale, 1987; Stretch, Vail and Malone, 1985) compared to civilians, although danger and exposure to violence may be responsible for stress reactions (such as posttraumatic stress disorder) among civilians. Thus, civilians within a non-civilian setting may suffer from stressors, although not to the extent of combat/non-civilian employees.

SUMMARY

A review of the literature suggests that many variables contribute to job stress. While many factors may produce stress in general, the unique position of the police dispatcher is likely to place greater import on specific factors. These factors include locus of control, job satisfaction and social support. Therefore, it is the purpose of this research to examine these factors in relation to job stress/burnout among police dispatchers.

HYPOTHETICAL SUMMATION OF STRESS - RELATED FACTORS

LOCUS OF CONTROL + SOCIAL SUPPORT + JOB SATISFACTION =

JOB STRESS

CHAPTER 2

METHODOLOGY - HYPOTHESES

In their affirmative form, the following set of hypotheses were tested:

1. As internal locus of control increases, police dispatcher stress decreases. Alternately, as external locus of control increases, police dispatcher stress increases.

Previous research suggests that perceived "control" in the working environment is a critical factor in job stress. It is predicted that police dispatchers who perceive a greater lack of internal control will suffer the most stress due to the nature of the work setting and their actual job function. For example, the police dispatcher must handle all incoming calls regardless of the importance or volume. They do not have the authority to ignore an incoming call, even though they may be handling an emergency situation at that time. The dispatcher also lacks the opportunity for decision - making or input into the organization. This is due to the para-military structure of police agencies. In addition, the police dispatcher lacks the freedom of movement available in other occupations. They must remain in an enclosed environment for an extended period of time without the opportunity for

a break. This lack of control may eventually lead to job stress/burnout.

2. As job satisfaction increases, police dispatcher stress decreases.

Research indicates that there may be a correlation between job satisfaction and job stress. It is expected that police dispatchers will perceive low levels of job satisfaction due to their lack of promotional opportunities, low status within their agency, poor pay, and lack of supervisory support. These factors may be significant predictors of police dispatcher stress.

3. As social support increases, police dispatcher stress decreases.

Studies indicate that peer support is vital for the reduction of occupational stress. It is expected that the police dispatcher will find support among other police dispatchers within their agency, however, they may not find the same support from police administrators and police officers. It is also predicted that those police dispatchers without strong support networks (strong social support) on the job will perceive the greatest amount of job stress.

4. Emergency dispatchers will perceive greater stress than non-emergency personnel. Emergency dispatchers include: (1) civilian police dispatchers; (2) civilian dual dispatchers (those that dispatch both police and fire/ambulance; and (3) fire/ambulance dispatchers. Non-emergency personnel includes civilian clerks from within the police organization (police personnel). Specifically, the following hypotheses will be tested:

A). Police dispatchers will perceive greater stress than dual dispatchers, fire/ambulance dispatchers and police personnel.

B). Dual dispatchers will perceive greater stress than fire/ambulance dispatchers and police personnel.

C). Fire ambulance dispatchers will perceive greater stress than police personnel.

The hypotheses are based upon the concept that each occupational group possesses unique job functions. These functions, in turn, may produce stressors unique to that occupation. Therefore, it is necessary to examine these stressors to determine which occupational group reports the greatest amount of job stress. In other words, is dispatcher stress unique only to police dispatchers or is this (stress) a function of the role of a dispatcher (in general) (i.e., handling incoming calls, dispatching units, responsibility for others, etc.)? Furthermore, if stress

is reported among police dispatchers, is this (stress) due to their (police dispatchers) civilian role within a police organization or do other civilian employees (police personnel/clerks) experience similar stressors? Thus, to specifically examine the hypotheses, it is necessary to compare the stressors among police dispatchers against the stressors among dual dispatchers, fire/ambulance dispatchers and police personnel/clerks.

Although it is predicted that the amount of stress will vary among the occupational groups, it is expected that the relationship between the variables will be the same for each group. In other words, the order in which the independent variables predicts the dependent variable (job stress) will be job satisfaction, social support and locus of control. For example, it is predicted that job satisfaction will be a better predictor of job stress than either social support or locus of control (for each group).

OPERATIONAL DEFINITIONS AND MEASUREMENTS

DISPATCHER STRESS (dependent variable) is defined as the relationship between the police dispatcher and the environment that is appraised by the dispatcher as taxing or exceeding his/her resources and endangering his/her well-being. Dispatcher stress is measured by: (1) The Occupational Stress Inventory (OSI) and (2) Maslach's Burn-out Inventory.

OCCUPATIONAL STRESS INVENTORY

The Occupational Stress Inventory is a brief paper and pencil measure of the level and sources of stress individuals report from their work environment. More specifically, the OSI measures the extent to which individuals experience specific work conditions generally agreed upon in the literature as stressful (Osipow and Spokane, 1981). Occupational stress is measured by a set of six (6) subscales called the Occupational Roles Questionnaire (ORQ) which include the following measures: Role Overload (RO), Role Insufficiency (RI), Role Ambiguity (RA), Role Boundary (RB), Responsibility (R), and Physical Environment (PE).

Role Overload measures the extent to which job demands exceed resources (personal and work place) and the extent to which an individual is able to accomplish expected work loads. Role Insufficiency measures the extent to which the individual's training, education, skills, and experience are appropriate to job requirements. Role Ambiguity measures the extent to which the priorities, expectations, and evaluation criteria are clear to the individual. Role Boundary measures the extent to which the individual is experiencing conflicting role demands and loyalties in the work setting. Responsibility measures the extent to which the individual has, or feels, a great deal of

responsibility for the performance and welfare of others on the job. Physical Environment measures the extent to which the individual is exposed to high levels of environmental toxins or extreme physical conditions (Osipow and Spokane, 1981).

In addition to the ORQ, The Occupational Stress Inventory measures the domain of psychological strain, referred to as The Personal Strain Questionnaire (PSQ), and is comprised of four (4) subscales: Vocational Strain (VS), Psychological Strain (PSY), Interpersonal Strain (IS) and Physical Strain (PHS). Vocational Strain (VS) measures the extent to which the individual is having problems in work quality or output. Attitudes toward work is also measured. Psychological Strain (PSY) measures the extent of psychological and/or emotional problems being experienced by the individual. Interpersonal Strain (IS) measures the extent of disruption in interpersonal relations. Physical Strain (PHS) measures complaints about physical illness or poor self-care habits (Osipow and Spokane, 1981). A single test takes about 10 minutes to complete.

Internal consistency data provided for the OSI are based upon the analysis of the responses of 549 adult workers in a variety of occupations. Alpha coefficients for total questionnaire scores were .89 for the ORQ and .94

for the PSQ. Coefficients for individual scales ranged from .71 to .94. Two-week test-retest reliabilities were reported, but only based upon a sample size of 31 (employed adults). The full scale reliability was .90. Correlations for the subscales ranged from $r = .74$ (Role Ambiguity) to $r = .91$ (Role Insufficiency). Validity data for the OSI was also provided in the manual and comes from two sources: factor analysis and studies that correlate the OSI with other variables (Osipow and Spokane, 1981).

MASLACH'S BURNOUT INVENTORY

The Maslach Burnout Inventory (MBI) is the best known and most widely used questionnaire for the assessment of individual occupational burnout among human service workers and others whose work involves intense interaction with other people (Maslach and Jackson, 1981). The MBI is a 22-item, self-report inventory composed of three (3) subscales designed to measure the three (3) dimensions that Maslach and Jackson believe best define the experience of burnout: Emotional Exhaustion, Depersonalization, and Lack of Personal Accomplishment.

The nine-item Emotional Exhaustion subscale assesses feelings of being emotionally over-extended and exhausted by one's work. The five-item (5) Depersonalization subscale measures impersonal and uncaring attitudes towards the people one is serving. The eight-item Personal

Accomplishment subscale assesses feelings of achievement and accomplishment in one's work. The total MBI takes about 20 minutes to complete (Maslach and Jackson, 1981).

Based on over 1,300 persons not used in the item selections for the MBI, Maslach and Jackson (1981) revealed internal consistency reliability, estimated by Cronbach's alpha, at .90 (frequency) and .87 (intensity) for the Emotional Exhaustion subscale; .79 (frequency) and .73 (intensity) for Depersonalization; and .71 (frequency) and .73 (intensity) for Personal Accomplishment.

Beck and Gargiulo (1983) and Iwanicki and Schwab (1981) have also found similarly high estimates of internal consistency. Using a sample of graduate students in social welfare and health agency administrators, Maslach and Jackson (1981) report 2-4 week test-retest reliability to be .82 (frequency) and .53 (intensity) for Emotional Exhaustion; .60 (frequency) and .69 (intensity) for Depersonalization; and .80 (frequency) and .68 (intensity) for Personal Accomplishment. All coefficients were significant beyond the .001 level.

Evidence for the validity of the MBI was also obtained and is reported in the test manual. The MBI shows adequate evidence of both reliability and validity for its intended purpose and may be used for a wide variety of occupations (Maslach and Jackson, 1981).

LOCUS OF CONTROL

Locus of control is defined as the perceived control a person has over his/her world. Specifically, internal locus of control refers to the conviction that events are contingent upon one's own behavior. External locus of control refers to the conviction that events are not contingent upon one's own actions, but rather upon luck, chance, fate or powerful others. Locus of control is measured by Rotter's Internal-External Locus of Control Scale.

ROTTER'S INTERNAL-EXTERNAL LOCUS OF CONTROL SCALE

The Rotter Internal-External Locus of Control Scale is a 23-item questionnaire with 6 filler or neutral items included in an attempt to partially disguise the inventory. The basic purpose of this questionnaire is to find out the way in which certain important events in society affect different people.

Rotter (1966) reported the following reliability coefficients when using his inventory: Among Ohio State University Elementary psychology undergraduates, reliability tests using split half to determine internal consistency yielded coefficients of .65 among 50 male students. Among the same population using the Kuder-Richardson formula to determine internal reliability, coefficients ranging from .70 to .76 were found among 1000

students, both male and female. Using test-retest reliability measures, coefficients of .72 were obtained for 30 males and 30 females tested one month apart, using the same population (as described above). Testing 117 students (63 males and 54 females) two months apart yielded correlations of .55. The scale takes only 10 minutes to complete and has been shown to be useful in many settings (Hersch and Scheibe, 1967).

JOB SATISFACTION

Job satisfaction is defined as the totality of an employee's feelings about the various aspects of his/her occupation. The aspects of job satisfaction include: The work itself; pay; promotional opportunities and policies; coworker and supervisory support. Job satisfaction is measured by the Job Descriptive Index.

JOB DESCRIPTIVE INDEX

The Job Descriptive Index (JDI) is a set of five (5) scales which measure five (5) aspects of job satisfaction/status. Smith, Kendall and Hulin (1975) define job satisfaction as the feelings a worker has about his/her job, which was derived from a comparison of expected outcomes received from the work environment and actual outcomes. Job satisfaction seemed to be best characterized by (1) the nature of the work, (2) details of remuneration, (3) the nature of promotional opportunities,

(4) characteristics of supervision, and (5) the coworkers on the job.

The work, supervisors, and coworkers subscales contain 18 items each, while pay and promotion subscales have 9 items each (The subscales were not operationally defined by the authors in order to allow the respondents the freedom of interpretation) (Smith et al., 1975). The test requires 5 to 10 minutes to complete. The JDI is usable in mass quantities and is applicable to almost any occupation.

With respect to reliability, the JDI has performed adequately, given the brevity of the test and the sensitivity of the test to short-term changes in the work environment. Smith et al. (1975) reported an average corrected reliability coefficient for the five (5) scales of .79 for split half estimates of internal consistency. Higher internal consistency reliabilities were found for each of the scales: Work (.84), Pay (.82), Promotion (.86), Supervision (.87), and Coworkers (.88). Test-retest reliability over brief periods (two to six weeks) has been shown to be fairly high (Schriesheim and Tsui, 1981). The JDI also possesses good content validity and impressive construct validity (Smith et al., 1975).

SOCIAL SUPPORT

Social support is defined as a network of communication that offers guidance and provides feedback

about one's behavior that validates self-concept and evaluation. Social support was measured by the Social Provisions Scale.

SOCIAL PROVISIONS SCALE

Empirical evidence has shown that one's perceptions of the supportiveness of social network members and resources are positively related to various measures of psychological distress and psychotherapy (Cohen and Willis, 1985). Social support studies have revealed that individuals who possess better relationships with others are less prone to the development of physical and mental illness (Russell and Cutrons, 1984).

Russell and Cutrons (1984) developed the Social Provisions Scale to assess different facets of social support and to examine how the social provisions influence adaptation to stress in a variety of populations. Based upon the theoretical ideas of Weiss (1974) concerning the provisions of social relationships, six (6) subscales were developed to form the social provisions scale. The six (6) subscales are described as follows:

Attachment represents a close, intimate relationship with another person, such as a close friend or spouse.

Social Integration involves being enmeshed in a social network, such as with friends, where the person shares common interests and engages in social activities.

Reassurance of Worth is typified by relationships with colleagues at work, where the person derives a sense of competence and esteem through relationships with others. Reliable Alliance is usually provided by relationships with kin, where the person can count on assistance [in an emergency], such as loan of money. Guidance represents having individuals whom the person feels have knowledge and expertise in certain areas that can be relied upon for advice. Finally, Opportunity for Nurturance is typified by the parent-child relationship, where the person is responsible for the care and well-being of another (Russell and Cutrons, 1984, pp. 2-3).

The scale contains 24 items with each social provision subscale assessed four (4) items, two worded in the positive direction and two worded in the negative direction. Subjects in Russell and Curtons (1984) study were administered the Social Provisions Scale twice over a four (4) to six (6) month period. Internal consistency for the scale (based upon the sample for this study) was very good, with all of the reliabilities for the individual social provisions being above .70. In another study (Russell et al., 1984) the reliability coefficients were all above .60, which is quite adequate given that the subscale measuring each provision is only four (4) items.

Factor analysis was conducted on two (2) samples

(teachers and elderly subjects). Scores on all six (6) social provisions were significantly intercorrelated for both samples, indicating that persons who report receiving one social provision also tend to report receiving other social provisions.

Validity evidence for the Social Provisions Scale was based on the two (2) subject groups. One set of analyses that was conducted examined relationships between social provisions scores and other measures of the person's social relationships. Scores on the social provisions were found to correlate with measures of social networks (i.e., number of relationships and frequency of contacts). In addition, scores on the Social Provision Scale were associated with scores on the social support measures developed by House (1981). For example, spouse support was associated with attachment, guidance, and opportunity for nurturance, whereas supervisor support was associated with reassurance of worth and reliable alliance.

In short, the Social Provisions Scale appears to be a reliable and valid measure of the different relational provisions. Validity for the measurement has been indicated by significant relationships with other measures of the person's social relationships. The Social Provisions Scale takes about 5 - 10 minutes to complete.

SETTING AND SUBJECTS

The experimental group for this research was selected from full-time, non-sworn (civilian) dispatchers from police agencies within southern New Jersey. Thus, dispatchers who were part-time and/or sworn police officers were not included in the sample (part-time < 35 hours/week).

Setting

New Jersey is a Middle Atlantic State located between New York on the north and east, Pennsylvania on the west and Delaware on the south. Although relatively small in land size (46th in size among the states), New Jersey ranks 9th in population (based upon 1987 statistics) (Kent, 1987). The counties of southern New Jersey were selected because they included urban, suburban and rural agencies (thereby permitting greater representation of state and national agencies/dispatchers) (Southern New Jersey included the following counties: Camden, Mercer, Gloucester, Salem, Atlantic, Cape May, Burlington and Cumberland).

The southern New Jersey counties exhibit diversity in both population and resources. For example, since the 1980's, there has been a steady increase in the Black, Hispanic and Asian population, particularly in the urban counties (Mercer and Camden) (Kent, 1987). Manufacturing

(chemicals, pharmaceutical, electrical appliances, industrial machinery, etc.) is dominant in the urban environment, whereas agricultural (potatoes, cranberries, asparagus, apples, peaches, blueberries, strawberries, tomatoes, etc.) and ocean resort entertainment (Atlantic City, Wildwood, etc.) may be found in the rural and suburban domain. To ensure representation of the urban, suburban and rural population, a stratified random sample was used.

Subjects

A stratified random sample was selected by obtaining a printout of all police and fire - ambulance agencies within New Jersey (See procedure for stratified sample selection). In addition to the civilian dispatchers from police agencies, three (3) comparison groups were similarly selected. Specifically, the first comparison group consisted of dual dispatchers (those who dispatch both police and fire/ambulance - i.e., 911 operators) who were employed as full-time dispatchers within the southern New Jersey area. The second comparison group consisted of fire/ambulance dispatchers who were employed as full-time civilians within their agency. The final comparison group consisted of civilian personnel from within the same police organization as selected above. This group included full-time civilian employees working as receptionists, record

keepers, secretaries, etc.

In particular, these control groups were selected to ascertain if police dispatcher stress does exist. If it is found that police dispatchers report job stress, it is then necessary to determine if this stress is unique only to police dispatchers or do other emergency dispatchers experience similar stressors. In addition, if stress does exist among police dispatchers, is this stress due to dispatching (in comparison with other dispatch groups) or is this due to being a civilian within a police organization (in comparison with police personnel)? Cross sectional analysis of these groups enabled an examination of this issue. Thus, it was possible to make comparisons of: (1) police employees in general (dispatchers and non-dispatchers) versus non-police employees (dual dispatchers and fire/ambulance dispatchers), and (2) dispatchers (dual dispatchers, fire/ambulance and police) versus non-dispatchers (police personnel).

Sample description

The sample description is divided into two (2) sections. The first section provides statistical data about the survey, such as the number of respondents, surveys mailed, etc. The second section highlights individual characteristics of the sample, including general and specific demographic variables. (Statistical

significance was based upon $p < .05$ -- Chi Square)
(Appendix A).

Survey data

The total number of dispatchers/police personnel (clerks) that responded to the 411 mailed surveys was 254 ($N = 254$), which reflects a 62% return rate. Out of the 27 agencies initially contacted, only one (1) refused to participate noting a lack of correlation between the surveys supplied and the actual role of the dispatcher (Charts 1 & 2). Chart 1 is a frequency distribution by geographical area. The greatest percentage of returns was from the urban/suburban region (37%). Chart 2 provides a breakdown of the number of departments responding to the survey. The average (mean) number of surveys returned per department was approximately twelve (12). Although the most frequent (mode) number of returns was five (5), which included four (4) departments.

Sample description

Individuals who responded to the survey were members of one of four groups: (1) police dispatchers; (2) fire/ambulance dispatchers; (3) dual dispatchers; or (4) clerks. Of those, approximately 34% were police dispatchers ($N = 87$), 21% were fire/ambulance dispatchers ($N = 52$), 25% were dual dispatchers ($N = 64$) and 20% were

clerks (N = 51). Thus, police dispatchers represented the largest responding group.

Generally, the majority of the sample consisted of males (52%) (N = 132). Most of the male respondents (approximately 36%) were fire/ambulance dispatchers. It is interesting to note that of the female respondents, approximately 39% were police dispatchers and 38% were clerks (vs. 4% male). Thus, it appears that the majority of clerical staff was female.

The overall mean age of the sample was 34.45 (SD = .96). Over half (57.5%) (N = 146) of the respondents were over the age of 30 (based upon the median). As a group, police dispatchers represented both the youngest (32.4%) and the oldest (35.6%) of the sample. Although, fire/ambulance dispatchers had the least amount of responding members over the age of 30 (12.3%). Overall, with the exception of fire/ambulance dispatchers, the majority of the dispatchers and clerks who completed the survey were over the age of 30.

In reference to the race of the subjects, 87.4% (N = 222) were caucasian (vs. nonwhite). The highest percentage of nonwhite respondents (53.1%) held clerical positions within the agency.

Just under half (approximately 48%) (N = 123) of the sample reported they were married. It is interesting to

note that police dispatchers accounted for approximately 47% of those who were divorced, widowed or separated (vs. 6% of fire/ambulance dispatchers). The wide variation between police dispatchers and fire/ambulance dispatchers may be attributed to the young age of those who dispatch fire/ambulance personnel. In other words, it may be unlikely that those under the age of 30 would be divorced, widowed or separated in comparison with those over the age of 30.

Approximately 53% (N = 135) of the sample reported working on a rotating shift. Specifically, 34.8% of the police dispatchers indicated that they work rotating shifts, while clerks rarely have rotating shift schedules (3%). It is interesting to note that police dispatchers (in comparison with other dispatchers) also reported the highest percentage (33.6%) of non-shift assignments.

As indicated in Chart 1, the majority of dispatchers responding (by area) to the survey (37%) (N = 94) were from the urban/suburban area. In particular, police dispatchers accounted for approximately 42% of the urban/suburban and 41% of the suburban responses. Both fire/ambulance and dual dispatchers accounted for 38% (separately) of the rural responses, while clerks represented approximately 39% of the urban sample population. This would suggest that the majority of clerks were from the urban area; police

dispatchers were from the urban/suburban and suburban areas; and dual and fire/ambulance dispatchers responded from the rural regions.

Although statistically nonsignificant ($p > .05$, NS), the following general information was supplied into the sampling characteristics: Approximately 54% of the respondents possessed a high school degree, while 41% had some college; the average (mean) length of time in their current position was 2.8 years ($SD = 1.48$), while their average (mean) length of time in their current career was 6.96 ($SD = 6.69$); and approximately 32% of the respondents wish to remain at their current position, while approximately 30% want to advance to supervision.

Generally, the majority of the respondents possessed the following characteristics: They were male; over the age of 30; caucasian; married; worked rotating shifts and were employed within an urban/suburban agency. Specifically, the majority of police dispatchers and clerks were female, while the majority of males were fire/ambulance dispatchers; the majority of the sample population was over the age of 30, with police dispatchers accounting for both the oldest and youngest group; although the overall sample was caucasian, the majority of the nonwhite respondents were employed as clerks; while most of respondents were married, the greatest number who reported

being divorced, widowed or separated were police dispatchers; while the majority of dispatchers (in general) were assigned to rotating shifts, police dispatchers (in comparison with other dispatchers) accounted for both the highest and lowest percentage working in shifts; and the majority of the respondents who were employed within an urban/suburban and/or suburban region were police dispatchers.

(Further statistical comparisons were not performed due to the relatively small sample size. In other words, by breaking the sample into smaller categories (example: rural police dispatchers under 30 years of age) the chances of obtaining statistical significance would be minimal.

PROCEDURE

A listing of all police agencies having a communication center was obtained from the New Jersey Bell Company publication entitled "Law Enforcement Agencies in New Jersey." The State of New Jersey Department of Community Affairs provided a directory of all fire/ambulance agencies in the state of New Jersey. The following procedure was utilized to obtain the stratified random sample:

(1) The counties selected for research were highlighted in the directories provided; (2) both the counties and the agencies were placed in alphabetical order, respectively;

(3) a ratio was calculated from the number of departments for the sample by the number of departments in southern New Jersey (1:6); (4) from that ratio, a number (within the ratio) was randomly chosen as a starting point (The number four (4) was selected); and (5) thereafter, the ratio number (six) was utilized to select participating agencies. To ensure representation, two (2) departments from each of the rural, urban and suburban areas (as defined by the 1987 Uniform Crime Report for the State of New Jersey) were pulled from the sample, and therefore were not included in the ratio selection process.

To encourage participation and increase both reliability and validity of the study, each police and fire/ambulance agency was contacted by a personal phone call to the respective chiefs/supervisors (representative). The purpose of the study was explained during the conversation. In addition, discussion also focused upon the selection and training procedures of dispatchers in their department. The chiefs/supervisors provided a count of dispatchers and civilian personnel within their department to allow proper survey mailings. One should note that all of the police agencies selected initially agreed to participate in this study.

Immediately after conversation with the chiefs/supervisors, the prepared surveys (Appendix B) were

mailed (certified) to the representatives with the following information enclosed: (1) actual surveys to be distributed; (2) a brief instructional letter to the supervisor; (3) individual packets for the sample, including survey, instruction sheet and self-sealing envelope, and (4) a self-addressed/stamped envelope for the return of all of the surveys (bulk) (Appendix C). A coding system was developed so that all of the surveys could be accounted for and a statistical analysis by region could be made.

After three weeks, those agencies which did not respond to the survey were re-contacted in an attempt to locate misplaced surveys and to allow for an expedient return. Responses to each section of the survey were coded and recorded onto a specifically designed record sheet. The responses were later transferred to an IBM coding sheet to allow for data input into an IBM computer base utilizing the SPSS (Statistical Package for the Social Science) format.

CHART 1**FREQUENCY DISTRIBUTION BY AREA**

<u>AREA</u>	<u>FREQUENCY (N)</u>	<u>PERCENT</u>
URBAN	57	22.4
URBAN/SUBURBAN	94	37.0
SUBURBAN	74	29.1
RURAL	29	11.5

TOTAL	254	100.0

Frequency (N) refers to the actual number of surveys
returned and processed.

CHART 2FREQUENCY DISTRIBUTION BY AGENCY

<u>NUMBER OF SURVEYS RETURNED PER AGENCY</u>	<u>FREQUENCY</u>	<u>TOTAL NUMBER OF SURVEYS RETURNED</u>
0	3	0
2	2	4
4	1	4
5	4	20
6	1	6
7	1	7
8	1	8
9	3	27
10	3	30
11	1	11
14	1	14
17	1	17
20	2	40
24	1	24
42	1	42

TOTAL	26	254

Mean = 11.93

Mode = 5.00

CHAPTER 3 - RESULTS

DATA ANALYSIS

The statistical procedures used to analyze the data in this study included Pearson's Correlation Coefficient, the Analysis of Variance (ANOVA), the Duncan Procedure, Factor Analysis and Multiple Regression. Each procedure will be discussed in relation to the tested hypotheses. The hypotheses will be restated and a discussion of the findings will be included within each section.

CORRELATION ANALYSES

Pearson's product-moment correlation coefficient was utilized to examine the correlations between the independent variables (locus of control, job satisfaction and social support) and the dependent variable (job stress/strain) among police dispatchers. The significance of the findings will be cited under the respective hypothesis/hypotheses section.

HYPOTHESIS 1

As internal locus of control increases, police dispatcher stress decreases. Alternately, as external locus of control increases, police dispatcher stress increases.

The relationship between locus of control and job stress/strain among police dispatchers was measured by

Pearson's Product Moment Correlation (Appendix D). Overall results indicate that significant correlations exist between police dispatcher stress and locus of control (with the exception of role overload ($r = .015$; NS) and responsibility ($r = -.011$; NS)). In particular, the statistics reveal the following correlations: The more internal control a police dispatcher perceives, the greater their sense of personal accomplishment ($r = -.377$; $p < .001$). Thus, one may perceive less stress/strain on the job when the individual dispatcher can control their working environment.

The more external control a police dispatcher perceives on the job, the greater their emotional exhaustion ($r = .334$; $p < .001$), depersonalization ($r = .304$; $p < .01$), role insufficiency ($r = .245$; $p < .05$), role ambiguity ($r = .213$; $p < .05$), role boundary ($r = .232$; $p < .05$), physical environment ($r = .329$; $p < .001$), vocational strain ($r = .392$; $p < .001$), psychological strain ($r = .443$; $p < .001$), interpersonal strain ($r = .377$; $p < .001$), and physical strain ($r = .415$; $p < .001$). Correlations between the remaining variables and locus of control were not statistically significant ($p > .05$) (It is important to note that the dependent variable scores cannot be combined by statistical measures due to their independent scoring characteristics. However, they may be

grouped according to their respective findings). In essence, people who are unable to control their occupational setting, perceive stress and strain on the job. Additionally, those individuals reporting a lack of control indicate that their training, education and skills are inappropriate for the requirements of the job. Furthermore, a lack of loyalty in the work setting may be one of the contributing factors leading to conflicting role demands.

In sum, those persons who perceive they can control their working environment report a sense of achievement and accomplishment on the job. In turn, those persons who report less control over their work setting experience occupational stress/strain. Thus, hypothesis 1 is supported by the statistical data.

HYPOTHESIS 2:

As job satisfaction increases, police dispatcher stress decreases.

Six (6) subscales measuring job satisfaction (independent variable) and the thirteen (13) subscales measuring stress/strain among police dispatchers were correlated (Appendix E). Overall, statistics reveal a strong correlation between police dispatchers' stress/strain on the job with their perceived job satisfaction. Specifically, the police dispatchers'

perception of their present job and their job in general are highly correlated with sense of personal accomplishment ($r = .555$; $p < .001$ and $r = .368$; $p < .001$, respectively), emotional exhaustion ($r = -.641$; $p < .001$ and $r = -.598$; $p < .001$, respectively), and depersonalization ($r = -.535$; $p < .001$ and $r = -.500$; $p < .001$, respectively). Simply stated, those persons who are satisfied with their job perceive a sense of achievement and accomplishment; while those who are dissatisfied with their present occupation report an uncaring attitude towards the people they serve. In addition, this dissatisfaction may be attributed to the individual becoming "emotionally over-extended" and exhausted by one's work.

A strong statistical correlation also exists among job satisfaction and role overload ($r = -.302$; $p < .01$ and $r = -.259$; $p < .01$, respectively), role insufficiency ($r = -.605$; $p < .001$ and $r = -.569$; $p < .001$, respectively), role ambiguity ($r = -.296$; $p < .01$ and $r = -.332$; $p < .01$, respectively), role boundary ($r = -.559$; $p < .001$ and $r = -.533$; $p < .001$, respectively), responsibility ($r = -.269$; $p < .01$, job in general only), physical environment ($r = -.391$; $p < .001$ and $r = -.359$; $p < .001$, respectively), vocational strain ($r = -.657$; $p < .001$ and $r = -.593$; $p < .001$, respectively), psychological strain (r

= $-.617$; $p < .001$ and $r = -.541$; $p < .001$, respectively), interpersonal strain ($r = -.386$; $p < .001$ and $r = -.481$; $p < .001$, respectively), and physical strain ($r = -.498$; $p < .001$ and $r = -.413$; $p < .001$, respectively). In sum, those persons who are not satisfied with their present job experience occupational stress/stress. Additionally, one's occupational role may be of vital importance to job satisfaction and stress. For example, individuals who perceive that their present job demands exceeds their available resources may become disenchanted with their job, thus leading to occupational strain.

It is interesting to note that correlations including the variables of present job and job in general reflect similar results. There is a strong probability that individual scores of each of those variables measures similar traits of job satisfaction (Pearson's correlation reveals a strong relationship between the variables of job in general and present job ($r = .616$)). Although both present job and job in general show strong correlations to strain measures, the strongest correlation with job in general is emotional exhaustion, which accounts for approximately thirty-six percent (36%) of the variance ($r^2 = .357$), whereas the strongest correlation with present job is vocational strain, which accounts for approximately forty-three percent (43%) of the variance ($r^2 = .432$). In

sum, those dispatchers who are not happy with their present positions or their job in general suffer from stress/strain.

Present pay correlates significantly with emotional exhaustion ($r = -.262$; $p < .01$), role insufficiency ($r = -.272$; $p < .01$), role boundary ($r = -.212$; $p < .05$), physical environment ($r = -.255$; $p < .01$), psychological strain ($r = -.212$; $p < .05$), interpersonal strain ($r = -.299$; $p < .01$), and physical strain ($r = -.241$; $p < .05$). The strongest correlation with dispatcher pay is interpersonal strain, which accounts for approximately nine percent (9%) of the variance ($r^2 = .089$) (It is important to note that this correlation is weak when compared to other statistically significant job satisfaction measures). These results indicate that police dispatchers are dissatisfied with their present pay and that this may be a factor in their perceived job stress/strain.

Promotion reveals significant correlations with personal accomplishment ($r = .229$; $p < .05$), depersonalization ($r = -.211$; $p < .05$), role overload ($r = -.245$; $p < .05$), role insufficiency ($r = -.439$; $p < .001$), role ambiguity ($r = -.215$; $p < .05$), and physical environment ($r = -.285$; $p < .01$). The strongest correlation is observed between promotion and role insufficiency, which accounts for approximately twenty

percent (20%) of the variance ($r^2 = .193$). These findings indicate that training and education are important factors in promotional opportunities. Thus, those persons unable to receive the necessary skills to fulfill their job function may not be able to advance within the organization. Furthermore, a lack of promotional opportunities may be a contributing factor to job dissatisfaction and stress.

Supervision of police dispatchers is correlated with emotional exhaustion ($r = -.406$; $p < .001$), depersonalization ($r = -.252$; $p < .01$), role insufficiency ($r = -.389$; $p < .001$), role ambiguity ($r = -.504$; $p < .001$), role boundary ($r = -.573$; $p < .001$), physical environment ($r = -.285$; $p < .01$), vocational strain ($r = -.347$; $p < .01$), psychological strain ($r = -.269$; $p < .01$), interpersonal strain ($r = -.316$; $p < .01$), and physical strain ($r = -.236$; $p < .05$). The strongest correlation among police dispatchers is observed between the "supervision" and "role boundary" subscales, accounting for approximately thirty-three percent (33%) of the variance ($r^2 = .329$).

In essence, these results indicate that supervision plays a vital role in occupational stress/strain. In particular, conflicting role demands by one's immediate supervisor and a lack of supervision may cause job

dissatisfaction among employees, which in turn, may produce job stress.

The final category of job satisfaction are the perceptions of coworkers by police dispatchers. The following stress measures correlate significantly with the "people on the job" subscale: Emotional exhaustion ($r = -.384$; $p < .001$), depersonalization ($r = -.379$; $p < .001$), role overload ($r = -.215$; $p < .05$), role insufficiency ($r = -.354$; $p < .001$), role ambiguity ($r = -.280$; $p < .01$), role boundary ($r = -.449$; $p < .001$), responsibility ($r = -.223$; $p < .05$), physical environment ($r = -.304$; $p < .01$), vocational strain ($r = -.366$; $p < .001$), psychological strain ($r = -.479$; $p < .001$), interpersonal strain ($r = -.347$; $p < .001$), and physical strain ($r = -.310$; $p < .01$). The strongest correlation among police dispatchers and coworkers is psychological strain, which accounts for approximately twenty-three percent (23%) of the variance ($r^2 = .229$).

Simply stated, coworker support is of the utmost importance for job satisfaction among dispatchers. In other words, when an employee perceives peer support, stress/strain may be minimized.

Overall results indicate that perceived job satisfaction is a major factor in police dispatcher stress/strain on the job. Specifically, those individuals

most satisfied with their present job perceive a sense of achievement and accomplishment for their assigned tasks. In addition, those persons possessing peer support are more satisfied with their occupation. However, among police dispatchers, job dissatisfaction was the norm rather than the exception. Those persons not satisfied with their present job expressed an uncaring attitude towards the public. Additionally, they reported feeling emotionally exhausted and indicated that their role demands were often in conflict with their expectations of the job. Furthermore, the lack of pay, promotional opportunities and lack of supervision contributed to their perception of job stress. Thus, based upon the statistical data, hypothesis 2 is supported.

HYPOTHESIS 3

As social support increases, police dispatcher stress decreases.

The six (6) subscale measures of social support and the thirteen (13) measures of social support were correlated (Appendix F). In general, all of the social support measures, with the exception of opportunity for nurturance (caring for others), revealed many significant correlations with stress/strain measures. In particular, those dispatchers who possess a close, intimate relationship with other people ("attachment") show a

significant correlation with emotional exhaustion ($p = -.349$; $p < .001$) and depersonalization ($r = -.267$; $p < .01$). This would indicate that people without close friends on the job may experience occupational stress. Furthermore, those individuals who do not possess a sense of attachment to coworkers also experience conflicting role demands. In particular, strong statistical correlations are reported among the subscales of role insufficiency ($r = -.398$; $p < .001$), role ambiguity ($r = -.404$; $p < .001$), role boundary ($r = -.292$; $p < .01$), physical environment ($r = -.272$; $p < .01$), vocational strain ($r = -.408$; $p < .001$), psychological strain ($r = -.469$; $p < .001$), interpersonal strain ($r = -.366$; $p < .001$), and physical strain ($r = -.412$; $p < .001$). The greatest correlation exists between "attachment" and "psychological strain" subscales, which accounts for approximately twenty-two percent (22%) of the variance ($r^2 = .219$). Essentially, those police dispatchers without close personal friends or intimate relationships perceive greater stress/strain on the job. It is important to note that these relationships do not necessarily include relationships with coworkers, but may include those contacts made outside the working environment (example: spouse).

The relationship between social integration and stress/strain of dispatchers reveals the following

significant correlations: Role ambiguity ($r = -.296$; $p < .01$), responsibility ($r = .192$; $p < .05$), vocational strain ($r = -.249$; $p < .05$), psychological strain ($r = -.209$; $p < .05$), and physical strain ($r = -.207$; $p < .05$). Although Pearson's correlation is shown to be significant at the .05 level, the correlations for social integration and stress/strain are the lowest for the subscales, with the strongest correlation being that of role ambiguity, accounting for approximately nine percent (9%) of the variance ($r^2 = .087$). Overall, these results suggest that people who are not members of a social network, such as with friends where common interests are shared, may perceive stress/strain on the job (albeit at a low level of statistical significance). Specifically, those persons unable to form occupational social networks may find their priorities and expectations on the job unclear. Thus, there appears to be an informal social network of support among employees that may provide coworkers the opportunity to reduce ambiguous occupational tasks and minimize the potential for stress/strain.

The correlation of police dispatchers with reassurance of worth and stress/strain subscales reveals the following significant correlations: Personal accomplishment ($r = .446$; $p < .001$), emotional exhaustion ($r = -.451$; $p < .001$), and depersonalization ($r = -.269$; $p < .01$). This would

indicate that persons who fail to have a positive working relationship among coworkers may experience occupational stress. Furthermore, this "positive relationship" may influence one's occupational role.

Specifically, there are significant correlations among the following role and stress subscales: role overload ($r = -.207$; $p < .05$), role insufficiency ($r = -.337$; $p < .01$), role ambiguity ($r = -.486$; $p < .001$), role boundary ($r = -.382$; $p < .001$), physical environment ($r = -.326$; $p < .01$), vocational strain ($r = -.524$; $p < .001$), psychological strain ($r = -.537$; $p < .001$), interpersonal strain ($r = -.381$; $p < .001$), and physical strain ($r = -.518$; $p < .001$). The greatest correlations appear among the strain measures with psychological strain possessing the highest correlation value, accounting for approximately twenty-nine percent (29%) of the variance ($r^2 = .288$). Overall, people who do not possess positive working relationships with colleagues may experience difficulty within their occupational role; i.e., role conflict and/or role ambiguity. This lack of support may be a contributing factor of occupational stress/strain.

The "reliable alliance" (relationships with kin) subscale reveals a significant correlation with stress/strain factors among police dispatchers. In particular, there are significant correlations between

reliable alliance and personal accomplishment ($r = .242$; $p < .05$), emotional exhaustion ($r = -.259$; $p < .01$) and depersonalization ($r = -.180$; $p < .05$). Simply stated, family support may influence occupational stress. For example, if a person possesses a positive relationship with family member(s), this may reduce their feelings of being emotionally over-extended and exhausted by one's work.

There are also reported statistical significance among the "reliable alliance" subscale and role insufficiency ($r = -.338$; $p < .01$), role ambiguity ($r = -.344$; $p < .01$), vocational strain ($r = -.289$; $p < .01$), psychological strain ($r = -.261$; $p < .01$), interpersonal strain ($r = -.183$; $p < .05$), and physical strain ($r = -.229$; $p < .05$). The most consistent correlation appears between reliable alliance and all of the strain scores. However, the greatest correlation value is between reliable alliance and role ambiguity, which accounts for approximately twelve percent (12%) of the variance ($r^2 = .119$).

In essence, these results indicate that family support may be of importance in the reduction of occupational stress. Additionally, those persons who have family members that can be counted upon in an emergency may not experience a conflict with their occupational expectations and priorities. Thus, this reinforces the finding that coworkers play a vital role in one's working

relationship. In other words, those persons who possess coworker support do not need to rely upon family members to clarify their occupational role. However, if coworker support is lacking, than occupational stress may be reduced by supportive kin.

Guidance also plays a vital role in police dispatcher stress. Significant correlations between guidance and stress/strain subscales were noted in each of the stress/strain measures, with the exception of the "responsibility" subscale. The correlations include: Personal accomplishment ($r = .302$; $p < .01$), emotional exhaustion ($r = -.387$; $p < .001$), depersonalization ($r = -.212$; $p < .05$), role overload ($r = -.282$; $p < .01$), role insufficiency ($r = -.407$; $p < .001$), role ambiguity ($r = -.462$; $p < .001$), role boundary ($r = -.308$; $p < .01$), physical environment ($r = -.362$; $p < .001$), vocational strain ($r = -.493$; $p < .001$), psychological strain ($r = -.519$; $p < .001$), interpersonal strain ($r = -.377$; $p < .001$), and physical strain ($r = -.497$; $p < .001$). The greatest statistical value reveals a correlation between guidance and psychological stress subscales, accounting for twenty-seven percent (27%) of the variance ($r^2 = .270$), although many of the strain scores show moderate to high correlations.

These results indicate that those persons not having

individuals with whom they may rely upon for advise and guidance may perceive occupational stress. In addition, people who lack guidance and support may have difficulty with their occupational role. For example, police dispatchers who report that they are unable receive the necessary advise and guidance indicate that they have problems with their job expectations. In other words, dispatchers who cannot rely upon a supervisor or coworker for advise or guidance may find that they are unable to satisfactorily complete their job tasks, thus producing job stress/strain.

Finally, only three stress/strain scores correlated significantly with the "opportunity for nurturance" subscale. They were as follows: Personal accomplishment ($r = .335$; $p < .01$), psychological strain ($r = -.181$; $p < .05$) and physical strain ($r = -.227$; $p < .05$). Although the cited strain scores were significant at the .05 level, they only accounted for approximately eight percent (8%) of the total variance ($r^2 = .032$ and $.052$, respectively). The greatest correlation exists between opportunity for nurturance and personal accomplishment, accounting for approximately eleven percent (11%) of the variance ($r^2 = .112$).

These results indicate that those people who are employed to "care for others" or who "feel responsible" for

the well-being of others may experience occupational stress/strain. Although job stress may be a consequence for the caring of others, it also serves as a positive factor for personal accomplishment. In other words, those persons who are employed in a "helping profession" may feel as sense of achievement and accomplishment in their occupational tasks.

In sum, social support plays a vital role in police dispatcher stress. Those dispatchers who perceive the greatest amount of stress/strain on the job tend to possess the following characteristics: (1) They lack intimate contacts with close friends; (2) they do not feel they belong to a social network; (3) they do not have a close working relationship with colleagues; (4) they do not believe that family members can be counted upon for assistance in an emergency; and (5) they lack guidance. Specifically, they do not feel there are individuals to whom they can rely upon for knowledge, expertise or advise. In other words, as social support decreases, police dispatcher stress increases. The data supports hypothesis 3.

It was also predicted that the relationship between the variables would be the same for each group. In other words, the order in which the independent variables predicted the dependent variable (job stress/strain) was

expected to be job satisfaction, social support and locus of control. Support for this prediction was also found within the correlation results (overall scores of statistical significance).

HYPOTHESIS 4

Emergency dispatchers will perceive greater stress than non-emergency personnel. Emergency dispatchers included: (1) civilian police dispatchers; (2) civilian dual dispatchers (those that dispatch both police and fire/ambulance; and (3) fire/ambulance dispatchers. Non-emergency personnel included civilian clerks from within the police organization (police personnel). Specifically, the following hypotheses were tested:

A). Police dispatchers will perceive greater stress than dual dispatchers, fire/ambulance dispatchers and police personnel.

B). Dual dispatchers will perceive greater stress than fire/ambulance dispatchers and police personnel.

C). Fire ambulance dispatchers will perceive greater stress than police personnel.

The statistical procedures used to interpret the data for this section included ANOVA and the Duncan test (Appendix G). ANOVA provides a comparison between the extent of difference between the combined groups

(dispatchers) and the dependent variable (stress/strain). The Duncan test charts the significant mean differences between the groups (dispatchers) denoting pairs of groups that are statistically significant at the .05 level.

When examining the relationship between personal accomplishment and dispatcher stress (Table 1), there is a significant difference ($F = 4.05$; $df = 3, 250$; $p < .01$) among the means of fire/ambulance dispatchers (mean = 35.58) with police dispatchers (mean = 32.29) and clerks (mean = 31.59), and among dual dispatchers (mean = 35.70) with police (mean = 32.29) and clerks (mean = 31.59).

These results imply that clerks perceive the least amount of personal accomplishment on the job. In addition, there is a significant difference in the perception of personal accomplishment among police dispatchers and those who are fire/ambulance and dual dispatchers. Thus, fire/ambulance dispatchers and dual dispatchers perceive a greater sense of personal accomplishment when compared with police dispatchers (and clerks). In general, those persons who are employed as emergency dispatchers experience feelings of achievement and accomplishment in the work setting.

There is a significant difference ($F = 4.62$; $df = 3, 250$; $p < .01$) among fire/ambulance dispatchers (mean =

TABLE 1

PERSONAL ACCOMPLISHMENT SCORE BY THE TYPE OF DISPATCHER

ANALYSIS OF VARIANCE

GROUP	N	MEAN	STANDARD DEVIATION	STANDARD ERROR
POLICE	87	32.29	8.830	.947
FIRE/AMB	52	35.58	7.220	1.001
DUAL	64	35.75	7.502	.938
CLERK	51	31.59	9.629	1.348

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES
BETWEEN GROUPS	3	853.186	284.359
WITHIN GROUPS	250	17546.861	70.187
TOTAL	253	18400.047	

F RATIO	F PROBABILITY
4.052	.0078

DUNCAN PROCEDURE

<u>MEAN</u>	<u>GROUP</u>	CLERK	POLICE	FIRE/AMB	DUAL
31.59	CLERK				
32.29	POLICE				
35.58	FIRE/AMB	*	*		
35.75	DUAL	*			

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE .05 LEVEL (CLERK AND FIRE/AMB., CLERK AND DUAL, POLICE AND FIRE/AMB.).

TABLE 2
DEPERSONALIZATION SCORE BY TYPE OF DISPATCHER

ANALYSIS OF VARIANCE

GROUP	N	MEAN	STANDARD DEVIATION	STANDARD ERROR
POLICE	87	11.86	7.936	.851
FIRE/AMB	52	11.65	7.519	1.043
DUAL	64	11.92	7.429	.929
CLERK	51	7.37	7.576	1.061

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES
BETWEEN GROUPS	3	811.217	270.406
WITHIN GROUPS	250	14646.645	58.587
TOTAL	253	15457.862	

F RATIO	F PROBABILITY
4.6155	.0037

DUNCAN PROCEDURE

<u>MEAN</u>	<u>GROUP</u>	CLERK	FIRE/AMB	POLICE	DUAL
7.37	CLERK				
11.65	FIRE/AMB	*			
11.86	POLICE	*			
11.92	DUAL	*			

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE .05 LEVEL (CLERK AND FIRE/AMB., CLERK AND POLICE, CLERK AND DUAL).

11.65), police dispatchers (mean = 11.86) and dual dispatchers (mean = 11.92) compared with clerks (mean = 7.37) with respect to depersonalization scores (Table 2). Simply stated, all dispatchers, regardless of the specific agency in which they are employed, perceive a greater sense of depersonalization when compared with clerks. However, there is not a significant difference ($P > .05$, NS) among the types of dispatchers and depersonalization scores. Thus, dispatchers may suffer from depersonalization when compared with clerks, but may not suffer from depersonalization when compared with each other.

There is a significant difference ($F = 5.46$; $df = 3$, 250 ; $p < .01$) among dual dispatchers (mean = 25.55) compared with clerks (mean = 21.49), and among police dispatchers (mean = 26.68) compared with clerks (mean = 21.49) and fire/ambulance dispatchers (mean = 23.12) with respect to role overload scores (Table 3). These findings suggest that dual dispatchers and police dispatchers perceive that their job demands exceeds their available resources when compared with clerks. The results also indicate that there is a significant difference among police dispatchers and fire/ambulance dispatchers with respect to role overload. In other words, police dispatchers perceive that their job demands exceed their resources to a greater extent when compared with

TABLE 3
ROLE OVERLOAD BY TYPE OF DISPATCHER

ANALYSIS OF VARIANCE

GROUP	N	MEAN	STANDARD DEVIATION	STANDARD ERROR
POLICE	87	26.68	8.385	.899
FIRE/AMB	52	23.12	7.237	1.004
DUAL	64	25.55	8.332	1.042
CLERK	51	21.49	7.495	1.049

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES
BETWEEN GROUPS	3	1040.816	346.937
WITHIN GROUPS	250	15900.901	63.604
TOTAL	253	16941.717	

F RATIO	F PROBABILITY
5.4547	.0012

DUNCAN PROCEDURE

<u>MEAN</u>	<u>GROUP</u>	CLERK	FIRE/AMB	DUAL	POLICE
21.49	CLERK				
23.12	FIRE/AMB				
25.55	DUAL	*			
26.68	POLICE	*	*		

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE .05 LEVEL (CLERK AND DUAL, CLERK AND POLICE, FIRE/AMB. AND POLICE).

TABLE 4
ROLE BOUNDARY BY TYPE OF DISPATCHER

GROUP	N	MEAN	STANDARD DEVIATION	STANDARD ERROR
POLICE	37	25.15	7.935	.851
FIRE/AMB	52	22.87	8.497	1.178
DUAL	64	25.38	7.841	.980
CLERK	51	21.63	5.769	.808

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES
BETWEEN GROUPS	3	589.711	196.037
WITHIN GROUPS	250	14634.038	58.536
TOTAL	253	15223.749	

F RATIO	F PROBABILITY
3.3581	.0195

DUNCAN PROCEDURE

<u>MEAN</u>	<u>GROUP</u>	CLERK	FIRE/AMB	POLICE	DUAL
21.63	CLERK				
22.87	FIRE/AMB				
25.15	POLICE	*			
25.38	DUAL	*			

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE .05 LEVEL (CLERK AND POLICE, CLERK AND DUAL).

fire/ambulance dispatchers.

There is a statistically significant difference ($F = 3.36$; $df = 3, 250$; $p < .05$) among police dispatchers (mean = 25.15) and dual dispatchers (mean = 25.38) compared with clerks (mean = 21.63) with respect to role boundary scores (Table 4). The results indicate that both police dispatchers and dual dispatchers perceive the most conflicting role demands in comparison with clerks. However, there is not a statistical difference ($p > .05$, NS) among the respective dispatchers. In other words, although clerks perceive a greater sense of role boundary compared with police and dual dispatchers, there is no difference in role boundary perception among the dispatchers.

In essence, when compared with police and dual dispatchers, clerks report that they do not experience conflicting occupational role demands. Thus, being employed as a clerk within a police organization may provide stability and predictability in the organizational setting that is uncommon among police and dual dispatchers.

There is a statistically significant difference ($F = 13.72$; $df = 3, 250$; $p < .001$) among fire/ambulance dispatchers (mean = 24.94), police dispatchers (mean = 26.15) and dual dispatchers (mean = 27.38) compared with clerks (mean = 19.35) with reference to responsibility

(Table 5). Results indicate that all dispatchers, regardless of agency assignment, perceive a greater sense of responsibility towards others when compared with clerks. However, there is no significant difference ($p > .05$, NS) among the types of dispatchers in regards to responsibility scores. These results are not surprising as the role of the dispatcher (in general) is one which requires a great deal of responsibility for the performance and the welfare of others.

There is a statistically significant difference ($F = 13.03$; $df = 3, 250$; $p < .001$) among police dispatchers (mean = 21.81) and dual dispatchers (mean = 22.03) compared with clerks (mean = 16.12) and fire/ambulance dispatchers (17.00) with respect to physical environment scores (Table 6). Thus, both police and dual dispatchers perceive the greatest amount of extreme physical conditions in the work setting when compared with clerks and fire/ambulance dispatchers.

These results indicate that the working environment may be a factor in occupational stress among police and dual dispatchers. For example, it is possible that police and dual dispatchers are unable to leave their dispatch positions due to the frequency of calls or the shortage of manpower; whereas clerks and fire/ambulance dispatchers may

TABLE 5
RESPONSIBILITY BY TYPE OF DISPATCHER

ANALYSIS OF VARIANCE

GROUP	N	MEAN	STANDARD DEVIATION	STANDARD ERROR
POLICE	87	26.15	7.371	.790
FIRE/AMB	52	24.94	6.646	.922
DUAL	64	27.38	7.267	.908
CLERK	51	19.35	7.045	.987

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES
BETWEEN GROUPS	3	2096.480	698.823
WITHIN GROUPS	250	12734.532	50.938
TOTAL	253	14831.012	

F RATIO	F PROBABILITY
13.7191	.0000

DUNCAN PROCEDURE

<u>MEAN</u>	<u>GROUP</u>	CLERK	FIRE/AMB	POLICE	DUAL
19.35	CLERK				
24.94	FIRE/AMB	*			
26.15	POLICE	*			
27.38	DUAL	*			

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE .05 LEVEL (CLERK AND FIRE/AMB., CLERK AND POLICE, CLERK AND DUAL).

TABLE 6

PHYSICAL ENVIRONMENT BY TYPE OF DISPATCHER

ANALYSIS OF VARIANCE

GROUP	N	MEAN	STANDARD DEVIATION	STANDARD ERROR
POLICE	87	21.80	6.981	.749
FIRE/AMB	52	17.00	6.206	.861
DUAL	64	22.03	7.872	.984
CLERK	51	16.12	4.979	.697

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES
BETWEEN GROUPS	3	1766.417	588.806
WITHIN GROUPS	250	11298.909	45.196
TOTAL	253	13065.326	

F RATIO	F PROBABILITY
13.0279	.0000

DUNCAN PROCEDURE

<u>MEAN</u>	<u>GROUP</u>	CLERK	FIRE/AMB	POLICE	DUAL
16.12	CLERK				
17.00	FIRE/AMB				
21.80	POLICE	*	*		
22.03	DUAL	*	*		

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE .05 LEVEL (CLERK AND POLICE, CLERK AND DUAL, FIRE/AMB. AND POLICE, FIRE/AMB. AND DUAL).

be at liberty to move about or leave their assigned area. It is interesting to note that when a comparison is made among dispatchers and physical strain scores (Table 7), the overall statistical significance is only .191 ($F = 1.595$; $df = 3, 250$; $p > .05$, NS), which is not significant at the .05 level. However, when the groups are compared by the Duncan procedure, police dispatchers (mean = 23.14) are found to be significantly different than clerks (mean = 19.55). The means for the other groups include dual dispatchers (mean = 22.38) and fire/ambulance dispatchers (mean = 21.65).

The results, although weak, indicate that police dispatchers have greater complaints about physical illness and poor self-care habits than clerks. Thus, it is possible that police dispatchers experience occupational stress and are merely reporting their complaints via physical illness. In other words, physical illness and poor self-care habits (for example, alcohol or other substance abuse) may be the warning signs of stress-related difficulties among police dispatchers. However, there is no significant differences ($p > .05$, NS) among emergency dispatchers (in general).

In sum, results indicate that emergency dispatchers perceive greater stress than non-emergency dispatchers. This is reflected in the personal accomplishment,

depersonalization, role overload, role boundary, responsibility, physical environment, and physical strain subscale scores. However, caution must be used in this interpretation due to the lack of statistical significance among the various emergency dispatchers. For example, police dispatchers and dual dispatchers were found to be statistically significant when compared with clerks (Table 6), even though there was no statistical difference among clerks and fire/ambulance dispatchers. In essence, there is statistical support that emergency dispatchers perceive greater stress than non-emergency dispatchers; thus, hypothesis 4 is supported.

Support for hypothesis 4-A is revealed only among the variables of role overload and physical strain. In other words, when compared with all dispatch groups, police dispatchers do not experience the greatest amount of perceived stress/strain on the job (with the exception of role overload and physical strain compared with clerks and fire/ambulance dispatchers). Furthermore, there is no significant difference among police dispatchers and dual dispatchers in any of the categories. Thus, it cannot be stated with any degree of certainty that police dispatchers perceive greater stress than dual dispatchers, fire/ambulance dispatchers and police personnel (clerks). Therefore, hypothesis 4-A must be refuted.

Support for hypothesis 4-B is revealed only when compared with fire/ambulance dispatchers and clerks in regards to physical environment scores (Table 6). Thus, it can not be stated with statistical certainty that dual dispatchers perceive greater stress than fire/ambulance dispatchers and police personnel (clerks). Therefore, there is a lack of support for hypothesis 4-B.

Support for hypothesis 4-C is only revealed when compared among the personal accomplishment, depersonalization, and responsibility subscale scores. Thus, there is only weak support that fire/ambulance dispatchers will perceive greater stress than clerks. In sum, there is a lack of statistical support for hypothesis 4-C.

Overall, statistical significance is only noted in hypothesis 4 which states that "emergency dispatchers will perceive greater stress than non-emergency personnel..." Although statistically significant in isolated categories, there is a lack of support for hypotheses 4A - 4C. This conclusion is reinforced by the lack of statistically

TABLE 7

PHYSICAL STRAIN BY TYPE OF DISPATCHER

ANALYSIS OF VARIANCE

GROUP	N	MEAN	STANDARD DEVIATION	STANDARD ERROR
POLICE	87	23.14	9.919	1.064
FIRE/AMB	52	21.65	9.945	1.379
DUAL	64	22.38	8.394	1.049
CLERK	51	19.55	9.661	1.353

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES
BETWEEN GROUPS	3	432.684	144.228
WITHIN GROUPS	250	22611.742	90.447
TOTAL	253	23044.426	

F RATIO
1.5946

F PROBABILITY
.1912

DUNCAN PROCEDURE

<u>MEAN</u>	<u>GROUP</u>	CLERK	FIRE/AMB	DUAL	POLICE
19.55	CLERK				
21.65	FIRE/AMB				
22.38	DUAL				
23.14	POLICE	*			

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE .05 LEVEL (CLERK AND POLICE).

significant differences among the comparison groups. This is reflected not only within the categories provided (Tables 1 - 7), but among those stress factors found to be statistically non-significant ($p > .05$, NS) (i.e., emotional exhaustion, role insufficiency, role ambiguity, vocational strain, psychological strain, and interpersonal strain). In other words, it can not be stated with statistical certainty that: (1) police dispatchers will perceive greater stress than dual dispatchers, fire/ambulance dispatchers and police personnel; (2) dual dispatchers will perceive greater stress than fire/ambulance dispatchers and police personnel; and (3) fire/ambulance dispatchers will perceive greater stress than police personnel.

Due to the lack of statistical support comparing stress measures among the dispatch groups, it may prove of interest to ascertain if the stressors experienced by dispatchers differ from other occupational groups. Therefore, a comparison was made between dispatchers and other occupational groups, using similar stress subscore measures.

COMPARISON OF MEANS WITH OTHER GROUPS

The means for the occupational subgroups for the Maslach Burnout Inventory and the Occupational Stress Inventory subscales were compared to the means among

emergency dispatchers (Appendices H, I & J). These scores were used to compare emergency dispatchers with other occupational groups.

Emergency dispatchers included police dispatchers, dual dispatchers and fire/ambulance dispatchers. The comparison subgroups using the Maslach Burnout Inventory subscales (Maslach and Jackson, 1981) included: (1) teachers (elementary and secondary. grades K-12) (n = 4163); (2) other education (college and professional schools) (n = 635); (3) social services (social workers, child protective service workers) (n = 1538); (4) medicine (physicians, nurses) (n = 1104); (5) mental health (psychologists, psychotherapists, counselors, mental hospital staff, psychiatrists) (n = 730); and (6) others (legal aid employees, attorneys, police officers, probation officers, ministers, librarians, and agency administrators) (n = 2897). The comparison subgroups using the Occupational Stress Inventory (Osipow and Spokane, 1981) included military and civilian physicians (Alexander, 1983) (combined n = 155).

The means and standard deviations using the Maslach Burnout Inventory subscores of personal accomplishment, emotional exhaustion and depersonalization among police dispatchers were as follows: (1) mean = 32.29, SD = 8.83; (2) mean = 20.49, SD = 13.19; and (3) mean = 11.86, SD =

7.94; respectively. In comparison with other occupational groups, only mental health professionals reported a lower mean score for personal accomplishment (mean = 30.87, SD = 6.37).

This indicates that, with the exception of mental health professionals, such as psychologists, counselors, etc., police dispatchers do not report high feelings of occupational accomplishment and achievement when compared with other occupational groups. In addition, police dispatchers reported a higher emotional exhaustion subscale mean than other educational personnel (mean = 18.57, SD = 11.95) and mental health professionals (mean = 16.89, SD = 8.90). It is interesting to note that police dispatchers reported higher mean subscores for depersonalization than all of the other subgroups, individually and combined (combined mean = 8.73, SD = 5.89). In essence, the attitude of the police dispatcher towards the public is impersonal and uncaring. One possible explanation for the depersonalization of the police dispatcher is that the impersonal attitude is a defense mechanism to prevent the dispatcher from becoming too emotionally involved with the caller. By remaining detached, the police dispatcher may better serve the overall need(s) of the caller.

When compared with military and civilian physicians, using the Occupational Stress Inventory subscales, the

means of police dispatchers (calculated first) were higher in the following categories: (1) role overload (mean = 26.68, SD = 8.39 > mean = 25.49, SD = 7.79); (2) role boundary (mean = 25.15, SD = 7.94 > mean 22.67, SD = 8.15); (3) responsibility (mean = 26.15, SD = 7.37 > mean 25.79, SD = 7.38); (4) physical environment (mean = 21.81, SD = 6.98 > mean = 17.40, SD = 7.45); (5) psychological strain (mean = 22.55, SD = 9.52 > mean = 21.61, SD = 8.14); and (6) interpersonal strain (mean = 21.59, SD = 6.56 > mean = 20.78, SD = 5.84). This indicates that, when compared with military and civilian physicians, police dispatchers perceive that they are over-extended at work. In other words, police dispatchers report that their job demands are so numerous that they are unable to accomplish their assigned tasks. In addition, they are overcome by their responsibility for the welfare of others. This, in turn, may be a factor producing job stress/strain.

In comparison with the other subgroups, the means of police dispatchers were higher for the stress/strain subscores for role overload, role boundary, responsibility, physical environment, psychological strain and interpersonal strain. In addition, the means among police dispatchers were higher for the subscores for personal accomplishment (in comparison with teacher, social service professionals and mental health workers), emotional

exhaustion (compared with mental health workers) and depersonalization (all subgroups).

In essence, these results indicate that police dispatchers, in comparison with other occupational groups, report job stress/strain. In particular, police dispatchers may suffer from emotional problems and disruption in interpersonal relations. Furthermore, police dispatchers are dissatisfied with their working environment, i.e., their physical surroundings (For example, being enclosed within a room without windows).

Although the mean scores were not compared for statistical significance, the results indicate that other subgroups (i.e., other teaching professionals, medical personnel, etc.) suffer from stress/strain on the job. In addition, the means for these subgroups are higher than those of police dispatchers. Although police dispatchers report occupational stress/strain, job stress is not isolated to police dispatchers. For example, the means of military and civilian physicians are also higher than the means among police dispatchers within the subscores of role overload (mean = 25.49, SD = 7.79), role insufficiency (mean = 27.03, SD = 10.08), role ambiguity (mean = 20.28, SD = 6.67), responsibility (mean = 25.79, SD = 7.38), physical environment (mean = 17.40, SD = 7.45), vocational strain (mean = 19.18, SD = 5.64), interpersonal strain

(mean = 20.78, SD = 5.84) and physical strain (mean = 24.05, SD = 10.11). These results indicate that other occupational groups, i.e., military and civilian physicians, suffer from perceived stress/strain on the job, although it can not be stated with certainty that these groups actually perceive greater stress/strain on the job when compared among police dispatchers.

The means of dual dispatchers were compared with the means of other occupational subgroups. Comparing the means from the personal accomplishment subscale scores among dual dispatchers with the means among the other occupational groups, the mean score among dual dispatchers (mean = 35.57, SD = 7.22) is greater than: (1) teachers (mean = 33.54, SD = 6.89); (2) social service workers (mean = 32.75, SD = 7.71) and (3) mental health professionals (mean = 30.87, SD = 6.37). Among the subscores of emotional exhaustion, the mean of dual dispatchers (mean = 17.42, SD = 12.45) is greater than the mean of mental health workers (mean = 16.89, SD = 8.90). The depersonalization subscore mean among dual dispatchers (mean = 11.65, SD = 7.52) is greater than all other subgroup means, individually and combined (combined mean = 8.73, SD = 5.89).

In essence, dual dispatchers report occupational stress/strain. In particular, dual dispatchers, when compared with teachers, social service workers and mental

health professionals, possess a sense of achievement and accomplishment for their work. This would indicate that dual dispatchers perceive that their job is fulfilling and worthwhile. However, dual dispatchers also report an uncaring and impersonal attitude towards the public. Like police dispatchers, this may be a defense mechanism needed for job survival, i.e., to prevent job burnout.

In comparison with the means among military and civilian physicians, the mean of dual dispatchers (calculated first) is greater for the subscales of (1) role boundary (mean = 22.87, SD = 8.50 > mean = 22.67, SD = 8.15) and (2) psychological strain (mean = 22.39, SD = 9.47) > mean = 21.61, SD = 8.14).

The results indicate that the mean among dual dispatchers is only greater than the means among military and civilian physicians for the subscales of role boundary and psychological strain. In other words, the stress experienced by dual dispatchers is minimal in comparison with military and civilian physicians. Specifically, dual dispatchers (in comparison with physicians) report conflicting occupational role demands. This may be attributed to their dual function as both police dispatchers and fire/ambulance dispatchers. Additionally, dual dispatchers complain about emotional problems that affect their job function.

The personal accomplishment subscale scores indicate that the mean of dual dispatchers is greater than the means of teachers, social service workers and mental health professionals. Simply stated, when compared with those occupational groups, dual dispatchers perceive a sense of personal achievement and accomplishment for their job functions.

It is also interesting to note that the emotional exhaustion subscale mean among dual dispatchers only exceeds the mean among mental health professionals. However, the depersonalization subscore means of dual dispatchers is greater than the means for all other occupational groups. These results indicate that, although dual dispatchers report an uncaring attitude towards the public, they (dispatchers) do not perceive themselves as being over-extended or exhausted by their work.

With the exception of depersonalization subscores, other occupational groups in comparison with dual dispatchers suffer from stress and strain on the job. It remains unclear whether these other groups experience greater stress/strain than dual dispatchers. It can only be stated that their (other occupational personnel) mean scores are higher than dual dispatchers in the majority of stress/strain measures.

The means of fire/ambulance dispatchers were compared

with the means of other occupational subgroups. The mean scores calculated from the personal accomplishment subscale indicate that the mean of fire/ambulance dispatchers (mean = 35.75, SD = 7.50) is greater than the means of teachers (mean = 33.54, SD = 6.89), social service workers (mean = 32.75, SD = 7.71) and mental health professionals (mean = 30.87, SD = 6.37). These results indicate that fire/ambulance dispatchers perceive their job as worthwhile and fulfilling (in comparison with the other groups). However, the emotional exhaustion subscale mean among fire/ambulance dispatchers (mean = 20.19, SD = 12.97) is greater than the means of other education professionals (mean = 18.57, SD = 11.95) and mental health professionals (mean = 16.89, SD = 8.90). Furthermore, the depersonalization subscore mean of fire/ambulance dispatchers (mean = 11.92, SD = 7.43) is greater than all of the other occupational means individually and combined (combined mean = 8.73, SD = 5.89).

This indicates that fire/ambulance dispatchers may experience job-related fatigue. In other words, when compared with educational professionals and mental health professionals, fire/ambulance dispatchers report occupational exhaustion. Additionally, fire/ambulance dispatchers, similar with other emergency dispatchers, report an uncaring and callous attitude towards the public

they serve. As with the previous dispatch groups, this may be an unconscious reaction to prevent job burnout.

In comparison with the means among military and civilian physicians, the means of fire/ambulance dispatchers (calculated first) are greater for the subscales of: (1) role overload (mean = 25.55, SD = 8.33 > mean = 25.49, SD = 7.79); (2) role ambiguity (mean = 20.47, SD = 5.93 > mean = 20.28, SD = 6.67); and (3) role boundary (mean = 25.38, SD = 7.84 > mean = 22.67, SD = 8.15). In essence, fire/ambulance dispatchers experience role difficulties (in comparison with physicians). In particular, fire/ambulance dispatchers may be unsure of their job priorities and may find their workload demanding. This may be attributed, in part, to the conflicting role demands placed upon dispatchers who must monitor both fire and ambulance personnel.

Additionally, the means among fire/ambulance dispatchers (calculated first), in comparison among the means of military and civilian physicians, are greater for the subscales of: responsibility (mean = 27.38, SD = 7.27 > mean = 25.79, SD = 7.38); physical environment (mean = 22.03, SD = 7.87 > mean = 17.40, SD = 7.45); psychological strain (mean = 21.64, SD = 6.64 > mean = 21.61, SD = 8.14) and interpersonal strain (mean = 21.56, SD = 7.18 > mean = 20.78, SD = 5.84). Simply stated, the results suggest that

fire/ambulance dispatchers perceive occupational stress/strain (in comparison with physicians). Specifically, fire/ambulance dispatchers perceive a vital sense of responsibility for the welfare of others. For example, fire/ambulance dispatchers are considered the "life-line" to many citizens who call for aid. It may be necessary for the dispatcher to perform emergency medical assistance over the telephone.

In addition to their sense of responsibility, fire/ambulance dispatchers report psychological difficulties and/or emotional problems. This may be attributed to their reported lack of interpersonal relationships. These relationships are hindered by the isolation of the dispatcher within their physical environment.

In conclusion, although emergency dispatchers (in general) perceive stress and strain on the job when compared with other occupations, some groups, such as "medicine" (physicians and nurses) and "other" (legal aid employees, attorneys, police officers, probation officers, ministers, librarians, and agency administrators) consistently reported higher mean scores among stress/strain measures (Appendices H, I, & J). This may indicate that other occupations experience job stress/strain to a greater extent than dispatchers. For

example, physicians (military and civilian) reported that their training, education, skills and experience were insufficient to fulfill their total job function (job insufficiency). This would support the finding that these physicians suffered from vocational and physical strain. In other words, when compared with emergency dispatchers, physicians had greater difficulties with work quality and output (vocational strain). As a result, they (physicians) complained about physical illnesses (physical strain).

Caution must be used in the interpretation of these statistics. A higher mean score does not necessarily denote greater stress/strain on the job (not statistically significant) in comparison with other occupational groups. Likewise, a lower mean score does not necessarily connote that stress/strain on the job is non-existent or that stress is significantly (statistically) less than other occupations. The results merely reflect a comparison between the mean scores among emergency dispatchers and other occupational groups utilizing identical subscale measures.

FACTOR ANALYSIS

The basic assumption of factor analysis is that underlying dimensions (factors) can be used to explain complex phenomena. Factor analysis was used to discover patterns among the variations in values between the

variables. In other words, factor analysis examined the values of the independent and dependent variables which permitted the grouping of statistically significant variables into a relatively small number of factors.

Initial statistics reveal five (5) significant factors (Eigenvalue > 1.00): factor 1 = 8.326 (percent of variation = 32.0), factor 2 = 3.111 (percent of variation = 12.0), factor 3 = 1.612 (percent of variation = 6.2), factor 4 = 1.505 (percent of variation = 5.8), and factor 5 = 1.145 (percent of variation = 4.4) (For the purpose of this study, only the first four (4) factors were used. This allowed for stronger relationships within each factor (Appendix K).

A factor matrix was constructed which provided the labeling for each of the four (4) factors. Using the standard value of .50 to represent statistical significance, factor 1, the strongest of the four (4) factor analysis scores, reveals a strong relationship with stress/strain measures, ranging from -.502 (guidance) to .822 (psychological strain). Factor 2 displays a strong statistical relationship among social support measures, ranging from .606 (guidance) to .702 (attachment). Factor 3 reveals a moderate relationship between personal accomplishment (.550) and responsibility (.568). Factor 4, the weakest of the overall factor matrix scores, shows only

one factor to be of significance -- opportunity for promotion (.664).

A rotated factor matrix was designed to transform the initial matrix into one that is easier to interpret (Appendix L). Factor 1 indicates a consistently strong relationship to the stress/strain measures, ranging from .548 (role boundary) to .863 (psychological strain). Other stress/strain variables included within the rotated factor matrix are: Emotional exhaustion (.786); depersonalization (.670); present job (-.687); job in general (-.627); vocational strain (.731); and interpersonal strain (.699).

Factor 2 reveals a consistently strong relationship to social support, ranging from .612 (reassurance of worth) to .826 (attachment). Variables observed within the social support factor analysis include: Social integration (.721); reliable alliance (.787); guidance (.791) and opportunity for nurturance (.619).

Factor 3, displays a significant relationship to the measures of job satisfaction, ranging from -.532 (role insufficiency) to .749 (opportunity for promotion). The variables also entered into the job satisfaction rotated matrix are: Supervisors (.650); co-workers (.594); and role boundary (-.569). Achievement and responsibility, formerly significant variables within factor 3 of the initial factor matrix, were rotated to factor 4, ranging

from .574 (personal accomplishment) to .739 (responsibility) (These were the only two variables listed in factor 4 of the rotated matrix).

Rotating the factor matrix resulted in moderate changes among the variable groupings. The greatest change was noted within factor 3, now indicating a strong relationship among job satisfaction measures. Factor 2 maintained consistency with social support, however, the strength of the relationships between factor 2 and social support scores increased. Although factor 4 replaced promotions with achievement and responsibility, both the achievement and responsibility scores reflected a statistical increase.

In sum, as a result of rotating the factor matrix, four (4) final factors were recognized as being significant (for the purpose of labeling). These factors have been identified as follows: Factor 1 will represent stress/strain; Factor 2 will represent social support; Factor 3 will represent job satisfaction; and Factor 4 will represent achievement and responsibility.

A correlation matrix was used to compare the relationship between the independent and dependent variables and the demographic variables (Appendix M). In other words, the correlation matrix provided a means of examining the relationship between all of the variables in

the study. It is important to note that the majority of the variables did not correlate.

One's age correlated significantly with marital status (-.506) and one's length of time on the job and career (.524 and .567; respectively). Length of time on the job and length of time in one's career also showed a strong correlation (.702). This indicates that dispatchers and clerks who are older and non-single have the greatest amount of tenure on the job/career.

Emotional Exhaustion significantly correlated with the subscales of depersonalization (.709), present job (-.582), job in general (-.635), role boundary (.549), physical environment (.514), vocational strain (.548), psychological strain (.729), interpersonal strain (.516), and physical strain (.664). The greatest relationship existed between emotional exhaustion and psychological strain. These results indicate that those persons who perceive impersonal and uncaring attitudes towards the people they are serving, are dissatisfied with their current job, experience conflicting role demands, are exposed to extreme physical conditions and suffer overall strain on the job, and experience emotional exhaustion as a result of the working conditions.

The depersonalization subscale correlated significantly with job in general (-.513), role boundary

(.509), psychological strain (.553) and physical strain (.516) subscales. Statistics reveal that those individuals who are dissatisfied with their job, experience conflicting role demands and loyalties within their occupational setting, perceive psychological and physical strain, and do not have a caring attitude about the people they are serving on the job.

The present job subscale significantly correlated with job in general (.616), role insufficiency (-.567), role boundary (-.511), vocational strain (-.595) and psychological strain (-.572) subscales. The greatest statistical correlation existed between present job and job in general. This is not surprising since both scores appear to measure similar traits. In particular, those persons who are dissatisfied with their present job perceive that their training, education, skills and experience are inappropriate for the job requirement. In addition to role conflict, they perceive problems with work quality or output and suffer from psychological strain.

The job in general subscale revealed a significant negative correlation with the subscales of role insufficiency (-.505), role boundary (-.571), vocational strain (-.539) and psychological strain (-.536). Results indicate that those dispatchers/clerks who are not satisfied with their current position perceive that their

skills and education are inappropriate for the requirements of their job. They also experience conflicting role demands, as well as job strain and psychological strain.

The role overload subscale correlated significantly with the subscales of responsibility (.559) and physical environment (.511). This positive correlation indicates that as dispatchers'/clerks' job demands exceeds his/her resources, their welfare for others decreases. Dispatchers/clerks also perceive that their job demands are hampered by their physical working environment.

A significant positive correlation was found among the role insufficiency subscale with role boundary (.589) and vocational strain (.541). Results indicate that dispatchers/clerks perceive that their experience, training and education are insufficient for their current job status. This may be due to the conflicting role demands or lack of loyalty in the work setting and/or problems with the quality of their work.

The role boundary subscale was found to be statistically significant when the subscales of vocational strain (.555) and psychological strain (.541) were correlated. In other words, experiencing role conflicts at the work setting directly affects the dispatcher's/clerk's quality of work and psychological well-being.

It is not surprising to find that many of the strain

subscale measures correlated with each other. Vocational strain correlated with psychological strain (.648), interpersonal strain (.539), and physical strain (.554). Psychological strain correlated with interpersonal strain (.658) and physical strain (.775). In addition, interpersonal strain correlated with physical strain (.594). These results indicate that those who perceive one source of strain, frequently suffer from other strain factors. Furthermore, psychological strain is the most frequently perceived strain factor among dispatchers/clerks. In essence, this would suggest that people who experience occupational stress/strain (in general) are likely to report emotional problems.

Social support scores only correlated with other social support measures. For example, attachment correlated with social integration (.545), reliable alliance (.632), and guidance (.705); while reliable alliance correlated with guidance (.675). These results reveal that possessing close relationships with friends, having a social network of friends who share common interests, possessing relationships with colleagues at work and having someone to rely upon for guidance and assistance (at home and/or at work), are all important factors to dispatchers/clerks. In other words, social support plays a vital role in the work setting.

In sum, factor analysis was used to identify a small number of factors used to interpret the relationships among the assigned variables. The four (4) factors were labeled as follows: Factor 1 = stress/strain; Factor 2 = social support; Factor 3 = job satisfaction; and factor 4 = achievement and responsibility.

A correlation matrix was used to compare the relationships among all of the variables in the study. Although most of the variables in the study did not correlate with each other to a statistically significant degree, it is interesting to note that the variables that did correlate were those that were supported (when testing the hypotheses) by earlier statistical procedures. In other words, those variables found to be statistically significant within the correlation matrix (such as job satisfaction and social support measures), were the same variables identified earlier as the factors which may influence occupational stress.

MULTIPLE REGRESSION

Multiple regression analysis was used to examine the relationship between the dependent variable and a set of independent variables. In other words, multiple regression analysis treats each of the respective factors as dependent variables (Appendix N).

The first equation of the multiple regression analysis

lists the dependent variable as stress/strain on the job (Table 8). Statistics reveal that those individuals who possess the greatest amount of stress and strain on the job have the following characteristics: (1) They are young (Beta = $-.285$); (2) they wish to leave the job (versus wanting to remain at their current position) (Beta = $.251$); and (3) they work in an urban setting (Beta = $-.338$ and $-.116$, respectively). Therefore, those individuals with the lowest stress/strain are: (1) Older; (2) do not want to leave their position for another position or occupation; and (3) work in a rural or suburban setting. Those variables within the equation account for approximately twenty-five percent (25%) of the variance ($R^2 = .252$).

In essence, young people working in an urban agency and wishing to leave their present job report occupational stress. In other words, young people may wish to leave their present job due to the stress of working in an urban agency; while those persons who are older and employed within a rural or suburban department may not experience the stressors of the urban environment and therefore do not have the desire or willingness to leave.

The dependent variable in the second equation of the multiple regression analysis is social support (Table 9). The results indicate that dispatchers who perceive the greatest amount of social support are: (1) Married (Beta =

-.124); (2) work in a rural setting (Beta = .136); and (3) dispatch police (versus dual dispatchers) (Beta = -.148). Those dispatchers who perceive the least amount of social support are: (1) Single; (2) work in an urban department (versus rural); and (3) are dual dispatchers. The variables in this equation account for approximately five percent (5%) of the variance ($R^2 = .048$).

Simply stated, those persons who are married police dispatchers employed within a rural agency experience the most support. One may surmise that married individuals possess a "built-in" network of support, i.e., spouse support, that may be lacking among single people. Furthermore, the rural setting provides the police dispatcher with a working environment that is relatively free from major distractions found within urban agencies (for example, frequency of calls, number of officers to dispatch, etc.). The rural setting may also provide the dispatcher the opportunity to mingle with coworkers, where this may not be practical for the urban dispatcher.

Job satisfaction is the dependant variable in third equation (Table 10). Those dispatchers who perceive the greatest amount of job satisfaction are: (1) Single (Beta = .154); (2) do not have a college degree (Beta = -.194); and (3) dispatch fire/ambulance personnel (versus police) (Beta = .278). Individuals experiencing job

dissatisfaction are therefore: (1) married; (2) possess advanced educational degrees; and (3) dispatch police officers. These variables account for approximately fourteen percent (14%) of the variance ($R^2 = .138$).

In essence, single fire/ambulance dispatchers without a college degree report that they are satisfied with their job. It is possible that single dispatchers socialize with coworkers off duty, thereby providing a social network necessary for job satisfaction. In other words, where single dispatchers may have the opportunity to meet with fellow dispatchers in an informal setting, thus enhancing peer bonding/cohesion and job satisfaction, married employees may not be afforded the luxury of informal meetings due to family obligations. Furthermore, those individuals with advanced educational degrees may become frustrated with the lack of financial and promotional opportunities within their agency, thereby reinforcing dissatisfaction with the job.

The final equation lists the dependent variable as achievement/responsibility (Table 11). Results indicate that those individuals who perceive the greatest amount of achievement and responsibility on the job possess the following characteristics: (1) They have the greatest amount of tenure on the job ($\text{Beta} = .245$); (2) they wish to remain on the job at their current position ($\text{Beta} = -$

.221); (3) they possess an advanced educational degree (Beta = .135); (4) they work in an urban setting (versus urban/suburban) (Beta = -.176); (5) they dispatch police officers (versus being a clerk) (Beta = -.405); and (6) they are dual dispatchers (versus dispatching police only) (Beta = .133). The individual characteristics of those who perceive low achievement and responsibility on the job are as follows: (1) They wish to leave their current position; (2) they have worked on the job for only a short time; (3) they do not have an advanced educational degree; (4) they work in an urban/suburban area (versus urban setting); and (5) they are employed as clerks (versus those that dispatch police only and dispatchers of fire/ambulance personnel). However, police dispatchers perceive the least amount of achievement and responsibility when compared with those who dispatch both police and fire/ambulance. The variables within this equation account for approximately thirty percent (30%) of the variance ($R^2 = .304$).

These results indicate that tenured police and dual dispatchers with advanced educational degrees who are employed in an urban setting and who wish to remain as dispatchers perceive a sense of personal achievement on the job. This is in contrast to clerks who are employed within an urban/suburban department, who do not possess an advanced educational degree, who have only been employed

for a short time within their agency, and who wish to leave their current position.

It is possible that dispatchers who have been working within the same organization for a number of years may be familiar with the job procedures (routine) and the personnel. This may influence their ability to successfully perform their duties, thereby providing them (dispatchers) with a sense of accomplishment. Additionally, although the advanced degree may be a source of frustration, possessing this degree may also provide the dispatcher with the knowledge and skills necessary to accomplish their personal and organizational goals (i.e., providing a sense of achievement). Furthermore, due to the potential for a heavy workload, the urban setting may offer the dispatcher an opportunity to assist those citizens in need, hence increasing their capacity for responsibility.

On the other hand, clerks who have only been employed for a short time within their agency, may not have had the opportunity to develop occupational achievement and responsibility. It is also possible that without an advanced educational degree, they may find themselves in an "occupational necessity". In other words, although they may wish to seek employment elsewhere, their lack of education, particularly within an urban/suburban area, may prove to be a handicap to their advancement and job

mobility, thus they may have taken the clerical position as a matter of financial need, rather than occupational responsibility. Perhaps it may be feasible to assume that clerks merely do not find their job as "important" when compared with their coworkers, hence, they do not perceive a sense of occupational achievement and responsibility.

It is interesting to note that the overall statistics using multiple regression analysis reveals that the type of dispatching is a significant factor when examining social support, job satisfaction and achievement/responsibility. In particular, results indicate that those individuals who dispatch police officers perceive the greatest amount of social support when compared to dual dispatchers. This may be attributed to a lack of identity by persons who do not dispatch independent groups. In other words, a person who dispatches both fire/ambulance and police (dual dispatchers) may not feel accepted by either group (police officers or fire/ambulance rescue) due to their unique role

TABLE 8

MULTIPLE REGRESSION FOR STRESS/STRAIN BY EACH INDEPENDENT
VARIABLE INCLUDED WITHIN THE FIRST REGRESSION EQUATION

INDEPENDENT VARIABLE	SIMPLE		SEMI- PARTIAL		INCRE- MENTAL R ²	T VALUE	SIG T	BETA
	r	r ²	r	r ²				
AGE (Actual)	-.308	.095	.308	.095	.095	-5.433	<.0001	-.285
AREA (Urban v. rural)	-.268	.072	.289	.084	.179	-5.977	<.0001	-.338
GOALS (Wanting to leave v. wanting to stay)	.254	.065	.247	.061	.240	4.538	<.0001	.251
AREA (Rural v. suburban)	-.087	.008	.109	.012	.252	-2.033	.0431	-.116

Note: Simple r and r² from Pearson's correlation

TABLE 9

MULTIPLE REGRESSION FOR SOCIAL SUPPORT BY EACH INDEPENDENT
VARIABLE INCLUDED WITHIN THE SECOND REGRESSION EQUATION

INDEPENDENT VARIABLE	SIMPLE		SEMI- PARTIAL		INCRE- MENTAL	T VALUE	SIG T	BETA
	r	r ²	r	r ²	R ²			
DISPATCHER (Police v. both police and fire/ ambulance)	-.129	.017	.129	.017	.017	-2.379	.018	-.147
AREA (Urban v. rural)	.113	.013	.126	.016	.033	2.183	.029	.136
MARITAL STATUS (Married v. non-married)	-.111	.012	.122	.015	.048	-2.006	.046	-.124

Note: Simple r and r² from Pearson's correlation

TABLE 10

MULTIPLE REGRESSION FOR JOB SATISFACTION BY EACH INDEPENDENT VARIABLE INCLUDED WITHIN THE THIRD REGRESSION EQUATION

INDEPENDENT VARIABLE	SIMPLE		SEMI- PARTIAL		INCRE- MENTAL R ²	T VALUE	SIG T	BETA
	r	r ²	r	r ²				
DISPATCHER (Fire/ ambulance v. police)	.291	.085	.291	.085	.085	4.636	<.0001	.278
DEGREE (Educational degree v. no degree)	-.149	.022	.173	.030	.115	-3.264	.0013	.194
MARITAL STATUS (Single v. married)	.181	.033	.152	.023	.138	2.551	.0113	.154

Note: Simple r and r² from Pearson's correlation

TABLE 11

MULTIPLE REGRESSION FOR ACHIEVEMENT AND RESPONSIBILITY BY
EACH INDEPENDENT VARIABLE INCLUDED WITHIN THE FINAL
REGRESSION EQUATION

INDEPENDENT VARIABLE	SIMPLE		SEMI- PARTIAL		INCRE- MENTAL	T VALUE	SIG T	BETA
	r	r ²	r	r ²	R ²			
DISPATCHER (police v. clerk)	-.373	.139	.373	.139	.139	-7.021	<.0001	-.405
CAREER (actual years in career)	.183	.033	.257	.066	.205	4.495	<.0001	.245
GOALS (Wanting to remain on job v. leaving the job)	-.206	.042	.195	.038	.243	-4.064	<.0001	-.221
AREA (Urban v. urban/ suburban)	.096	.009	.167	.028	.271	-3.181	.0017	-.176
DEGREE (Have an educational degree v. no degree)	.111	.012	.126	.016	.287	2.480	.0138	.135
DISPATCHER (Both police and fire/ ambulance v. police)	.229	.052	.130	.017	.304	2.386	.0178	.133

Note: Simple r and r² from Pearson's correlation

within their agency. The "nonacceptance" is therefore perceived as a lack of social support.

On the other hand, those individuals who are dual dispatchers possess the greatest amount of job satisfaction (although the variance was weak) and a greater sense of responsibility and achievement. This is consistent with earlier findings (factor analysis) that revealed a significant correlation between role overload and responsibility ($r = .559$). In other words, the more responsibility that a person has, the greater their sense of achievement and job satisfaction. A similar relationship is reflected between police dispatchers and clerks. Thus, police dispatchers perceive a greater sense of achievement and responsibility compared with clerks, although those persons who dual dispatch perceive the greatest sense of achievement, responsibility and job satisfaction.

In sum, multiple regression was used to examine the relationships among stress/strain, social support, job satisfaction and achievement/responsibility measures with selected statistically significant independent variables. In essence, the findings revealed that those persons who reported the greatest occupational stress/strain were young urban dispatchers wishing to leave their current position.

Those dispatchers who were married and employed within

a rural agency indicated that they possessed adequate support to fulfill their job function, whereas single dispatchers working in an urban department reported a lack of support. Additionally, single fire/ambulance dispatchers without an advanced degree reported that they were satisfied with their job, while married police dispatchers with advanced educational degrees noted job dissatisfaction.

Furthermore, tenured police and dual dispatchers in possession of an advanced degree wishing to remain in their present job and employed within an urban setting reported that their job provided a sense of achievement and responsibility. This is in contrast to clerks, who were not in possession of an advanced degree, who have been employed for only a short period of time within an urban/suburban agency, and who expressed a desire to leave their current position. As a result, these clerks reported a low level of occupational achievement and responsibility.

Finally, the type of dispatcher may be of importance when examining social support, job satisfaction and achievement/responsibility. In particular, police dispatchers, when compared with dual dispatchers, reported that they had a network of support which allowed them to successfully complete their assigned tasks. Whereas, dual dispatchers, when compared with other dispatchers (in

general), were satisfied with their present job and indicated a sense of personal and occupational achievement and responsibility.

It is interesting to note that the type of dispatcher was not found to be statistically significant among stress/strain scores. In fact, with the exception of future occupational goals, the two variables found to be statistically significant as possible predictors of occupational stress/strain were area and age. Therefore, it is necessary to re-examine the relationship among stress/strain measures with the variables of area and age, while isolating other independent (demographic) variables.

REGRESSION ANALYSIS BY AREA AND AGE

To further examine the relationship between stress/strain by social support, job satisfaction and personal accomplishment/responsibility, multiple regression analysis was conducted using the demographic variables of age and area of employment (Tables 12 A-D) (Appendix O). Age and area were selected due to their statistical significance among stress variables found in previous regression analyses (Tables 8-11). Although other factors may contribute to job stress, previous results indicated that age and area of employment may be a significant predictor of occupational stress among dispatchers. Therefore, to ascertain reliability, age and area were

selected in isolation of other independent variables to re-examine the relationship among the variables of stress/strain, social support, job satisfaction, and personal accomplishment/responsibility.

"Age" was calculated based upon the median age of the respondents. Since the median age of the sample was calculated at 31, those persons less than 31 years of age were labeled "younger", while those over the age of 30 years were labeled "older. Furthermore, "area" was based upon the geographical area of employment of the dispatcher. In particular, rural and urban areas were selected due to their previous statistical significance among the independent variables (Tables 8-11).

Statistical significance was set to $p < .50$ to allow full representation of the data (When $p < .05$, there were no significant findings among the variables). Therefore it is important to note that the results do not reflect statistical significance at the standard .05 level; thus caution must be used in the interpretation of these findings.

Results indicate that those persons who are less than 31 years of age and working in a rural setting may perceive job stress due to a lack of personal achievement and responsibility (Beta = $-.527$, $R^2 = .132$) and a lack of social support (Beta = $-.436$, $R^2 = .359$). However, these

same individuals report that they are satisfied with their job (Beta = .609, R^2 = .227). In other words, young dispatchers (in general) employed in a rural agency may perceive stress/strain due to their inability to form social support networks. In addition, they do not perceive a sense of responsibility and achievement, although they appear satisfied with their job (wages, promotional opportunities, etc.).

Those persons under the age of 31, employed in an urban agency report job stress/strain due to a lack of job satisfaction (Beta = -.140, R^2 = .051), however they do possess a network of social support (Beta = .174, R^2 = .032). Thus, dispatchers who are young and work in an urban department may be dissatisfied with their pay, promotional opportunities and their overall compensation which may cause job stress/strain, although they have a network of support from co-workers and supervisors.

Dispatchers over the age of 30, employed in a rural agency report job stress, although they perceive a sense of personal accomplishment (Beta = .315, R^2 = .046) and job satisfaction (Beta = .264, R^2 = .106). It is also interesting to note that dispatchers over 30 years of age working in an urban department perceive job stress, even though they report job satisfaction (Beta = .156, R^2 = .024). These results would indicate that job satisfaction

may act as a buffer to job stress/strain. In other words, job stress among older dispatchers may be minimized if they are satisfied with their present job.

Overall, these findings were not statistically significant ($p > .05$, NS). Thus, when age and area were isolated from other independent variables, it cannot be stated with any degree of certainty that age and area of employment were the "best" predictors of occupational stress. It is therefore necessary to further examine the relationship between stress/strain among selected independent variables.

TABLES 12 A-D

REGRESSION ANALYSIS OF STRESS/STRAIN MEASURES BY SOCIAL
SUPPORT, JOB SATISFACTION AND PERSONAL ACCOMPLISHMENT
USING ACTUAL AGE AND AREA OF EMPLOYMENT

12A IF AGE IS LESS THAN 31 AND RURAL

INDEP. VAR.	MULT. R	R ²	BETA	SIGT
PERS.ACCOM/RESP.	.364	.132	-.527	.061
JOB SATIS.	.476	.227	.609	.075
SOC. SUPPORT	.590	.349	-.436	.161

19B

12B IF AGE IS LESS THAN 31 AND URBAN

INDEP. VAR.	MULT. R	R ²	BETA	SIGT
SOC.SUPPORT	.178	.032	.174	.143
JOB SATIS.	.227	.051	-.140	.236
PERS.ACCOM/RESP.	*	*	*	*

12C IF AGE IS GREATER THAN 30 AND RURAL

INDEP. VAR.	MULT. R	R ²	BETA	SIGT
PERS.ACCOM/RESP.	.215	.046	.315	.353
JOB SATIS.	.326	.106	.264	.433
SOC. SUPPORT	*	*	*	*

12D IF AGE IS GREATER THAN 30 AND URBAN

INDEP. VAR.	MULT. R	R ²	BETA	SIGT
JOB SATIS.	.156	.024	.156	.171
SOC. SUPPORT	*	*	*	*
PERS. ACCOM/RESP.	*	*	*	*

* = NOT IN REGRESSION EQUATION
 INDEP. VAR. = INDEPENDENT VARIABLE
 MULT. R = MULTIPLE R
 SIGT = SIGNIFICANT AT THE .05 LEVEL
 JOB SATIS. = JOB SATISFACTION
 SOC. SUPPORT = SOCIAL SUPPORT
 PERS. ACCOM/RESP. = PERSONAL ACCOMPLISHMENT/RESPONSIBILITY

REGRESSION ANALYSES OF INDIVIDUAL STRESS/STRAIN FACTORS BY
SELECTED INDEPENDENT VARIABLES AMONG DISPATCHERS AND CLERKS

Regression analyses were formulated to further examine the relationship between stress/strain and locus of control, job satisfaction and social support measures among dispatchers (and clerks) (Tables 13A-19B) (Appendix P1-P42). Only those subscales that best predicted stress/strain, job satisfaction and/or social support (locus of control was used in each of the analyses) among dispatchers were selected for comparison. For example, social integration (being enmeshed in a social network) and guidance (having individuals to rely upon for advice) would be better predictors of social support among dispatchers than opportunity for nurturance (parent-child relationship) or reliable alliance (relationships with kin); vocational strain (the extent to which the individual is having problems in work quality or output) would be a better predictor of stress/strain among dispatchers than physical environment (the extent to which the individual is exposed to high levels of environmental toxins) measures. Thus, only those subscale measures that would support or refute the original hypotheses were selected for comparison. The results of each regression analysis will be discussed.

The regression analysis of personal accomplishment (stress/strain measure) (Tables 13A & 13B) by control

(locus of control), present job, present pay, opportunity for promotion (job satisfaction subscales), social integration and guidance (social support subscales) among dispatchers reveals that police dispatchers who report personal accomplishment on the job are satisfied with their present job (Beta = .555) and perceive greater control (Beta = -.377). Dual dispatchers who report personal accomplishment are satisfied with their present job (Beta = .304) and perceive a sense of social integration (Beta = .278). Fire/ambulance dispatchers who report personal accomplishment are satisfied with their present job (Beta = .269) because they perceive a strong social support network (social integration (Beta = .258) and guidance (Beta = .284)). It is interesting to note that clerks never entered into the personal accomplishment regression equation.

Overall, those dispatchers who: (1) have greater control over their working environment (police dispatchers); (2) are satisfied with their present occupation (all dispatchers); (3) have a social network where common interests are shared (dual and fire/ambulance dispatchers); and (4) have someone they can rely upon for guidance and advice, perceive personal accomplishment on the job. However, there is no support that pay and promotional opportunity affects one's perception of

personal accomplishment. In other words, other factors influencing personal accomplishment, such as social support or control, appear to be of greater importance among dispatchers than pay or promotional opportunities.

The remainder of the regression analyses incorporated the independent variables from subscales measuring control, present job, supervision (job satisfaction), co-workers (job satisfaction), social integration and guidance. The regression analysis of the emotional exhaustion subscale (Tables 14A & 14B) reveals that police dispatchers who report emotional exhaustion are not satisfied with their present job (Beta = $-.641$) (due to a lack of guidance (Beta = $-.188$)) and perceive a lack of control (Beta = $.260$) (due to a lack of co-worker (Beta = $-.321$) and supervisory support (Beta = $-.316$)). Dual dispatchers reporting emotional exhaustion are dissatisfied with their present job (Beta = $-.723$) and perceive a lack of co-worker support (Beta = $-.424$). This may be attributed to the lack of control in the work setting (Beta = $.234$). Fire/ambulance dispatchers and clerks who report emotional exhaustion are also dissatisfied with their present job ((Beta = $-.529$) and (Beta = $-.499$); respectively), however, fire/ambulance dispatchers also report a lack of co-worker (Beta = $-.259$) and supervisory support (Beta = $-.367$).

In essence, those dispatchers reporting emotional

exhaustion: (1) are dissatisfied with their present job (all groups); (2) perceive a lack of control (police and dual dispatchers); (3) perceive a lack of supervisory support (police and fire/ambulance dispatchers); (4) perceive a lack of co-worker support (all emergency dispatchers); and (5) do not have someone to rely upon for guidance and advise (police dispatchers). These results indicate that those emergency dispatchers who experience emotional exhaustion lack control over their work setting, are not satisfied with their job, and perceive a lack of social support.

Regression analysis of depersonalization by the selected independent variables (Tables 15A & 15B) reveals that police dispatchers who report depersonalization on the job are dissatisfied with their present job (Beta = $-.535$) and perceive a lack of control (Beta = $.304$) (possibly due to a lack of co-worker support (Beta = $-.323$)). Dual dispatchers report job dissatisfaction (Beta = $-.672$) and a lack of guidance (Beta = $-.312$). Fire/ambulance dispatchers who report depersonalization are not satisfied with their present job (Beta = $-.421$) and perceive a lack of supervisory support (Beta = $-.401$). Clerks also report job dissatisfaction (Beta = $-.413$), which may be attributed to a lack of guidance (Beta = $-.282$). In addition, clerks perceive a lack of control over the work setting (Beta =

.320).

Overall, all groups who reported depersonalization were dissatisfied with their present job. Police dispatchers perceived a lack of co-worker support, whereas fire/ambulance dispatchers reported a lack of supervisory support. In addition, dual dispatchers perceived a lack of guidance on the job. Both police dispatchers and clerks reported a lack of control in the work setting. This may be the result of civilians working in a police organization, thereby supporting the view that non-sworn personnel are treated as "second-class" citizens.

Regression analysis of role overload by the selected independent variables (Tables 16A & 16B) reveals that police dispatchers who report role overload (job demands exceeds resources) are not satisfied with their present job (Beta = $-.302$), perceive a lack of guidance (Beta = $-.282$) and do not have co-worker support (Beta = $-.215$). Dual dispatchers are dissatisfied with their present job (Beta = $-.537$) and perceive a lack of supervisory (Beta = $-.513$) and co-worker (Beta = $-.589$) support. Fire ambulance dispatchers who report role overload are not satisfied with their job (Beta = $-.345$) and perceive a lack of supervisory support (Beta = $-.320$). Clerks did not enter into the regression equation in any category.

Thus, all dispatchers who report role overload are not satisfied with their present job. Both dual and fire/ambulance dispatchers perceive that there is a lack of supervisory support. In addition, dual dispatchers report a lack of co-worker support, whereas police dispatchers perceive a lack of guidance on the job. It appears that support, whether it be from supervisors, co-workers, or just providing advise and guidance, is important to reduce the negative perceptions of role overload.

Regression analysis of vocational strain by the selected independent variables (Tables 17A and 17B) reveals that police dispatchers are not satisfied with their present job ($\text{Beta} = -.639$). This may be due to a lack of social integration ($\text{Beta} = -.188$) and/or a lack of guidance ($\text{Beta} = -.301$). In addition, police dispatchers report a lack of control ($\text{Beta} = .333$). This lack of control may be compounded by their perceptions of inadequate supervision ($\text{Beta} = -.276$), lack of guidance ($\text{Beta} = -.352$) and/or lack of co-worker support ($\text{Beta} = -.287$). Dual dispatchers who report vocational strain are not satisfied with their present job ($\text{Beta} = -.663$) and perceive a lack of supervisory ($\text{Beta} = -.426$) and co-worker ($\text{Beta} = -.414$) support. In addition, fire/ambulance dispatchers are not satisfied with their job ($\text{Beta} = -.439$). This may be due to a lack of guidance ($\text{Beta} = -.279$). When compared with

fire/ambulance dispatchers, clerks also report similar characteristics on vocational strain measures. Thus, clerks who report vocational strain are not satisfied with their present job (Beta = $-.615$). This may also be due to a lack of guidance (Beta = $-.367$).

In sum, all groups who suffer from vocational strain report that they are dissatisfied with their present job. In addition, fire/ambulance dispatchers and clerks perceive that this lack of job satisfaction may be due to a lack of guidance. In particular, those police dispatchers who report vocational strain perceive a lack of social integration, guidance, co-worker and supervisory support. Thus, police dispatchers report vocational strain in every category within the regression equation. This would indicate that vocational strain is one of the best predictors of stress/strain among police dispatchers.

Regression analysis of responsibility (the extent to which the individual has, or feels, a great deal of responsibility for the performance and welfare of others on the job) by selected independent variables (Tables 18A & 18B) reveals that police officers who belong to a network of social support (Beta = $.227$) perceive a sense of responsibility and support on the job, although they report that they can not rely upon co-workers for that support (Beta = $-.254$). Dual dispatchers who report responsibility

on the job do not perceive control over their working environment (Beta = .275) and perceive a lack of supervisory (Beta = $-.387$) and co-worker (Beta = $-.397$) support. In addition, fire/ambulance dispatchers report a lack of supervisory (Beta = $-.302$) and co-worker (Beta = $-.343$) support. Clerks who possess a sense of responsibility on the job report a lack of guidance (Beta = $-.332$).

Overall, all emergency dispatchers who perceive the burden of responsibility for others report a lack of co-worker support. In addition, dual and fire/ambulance dispatchers report a lack of support from supervisors. Furthermore, clerks perceive that guidance is a major factor in the responsibility of others. These results indicate that those persons who feel a great deal of responsibility for the performance and welfare of others on the job, do not feel they are receiving the necessary guidance and support to fulfill this task (This is true in lieu of the social integration perceived by police dispatchers).

The final regression analysis is that of psychological strain by the selected independent variables (Tables 19A & 19B). Police dispatchers who report psychological strain are not satisfied with their present job (Beta = $-.523$). This may be the result of a lack of control (Beta = .238)

and/or a lack of guidance (Beta = $-.348$). In addition, police dispatchers also report a lack of co-worker support (Beta = $-.394$). This may also be due to the lack of control (Beta = $.346$) and/or lack of guidance (Beta = $-.359$). Dual dispatchers who report psychological strain are not satisfied with their present job (Beta = $-.601$). This may be due the lack of control over their working environment (Beta = $.233$). Dual dispatchers also report a lack of supervisory (Beta = $-.393$) and co-worker support (Beta = $-.405$). The lack of co-worker support may be attributed to the perceived lack of control among dual dispatchers (Beta = $.256$). Fire/ambulance dispatchers reporting psychological strain are not satisfied with their present job (Beta = $-.543$) and perceive a lack of supervisory (Beta = $-.333$) and co-worker support (Beta = $-.323$). Furthermore, clerks who perceive psychological stress are not satisfied with their present job (Beta = $-.541$).

Generally, all groups suffering from psychological stress are dissatisfied with their present job. All emergency dispatchers report that a lack of co-worker support contributes significantly to psychological stress/strain. In particular, dual and fire/ambulance dispatchers report a lack of supervisory support, and police and dual dispatchers report a lack of control which

contributes to psychological stress/strain on the job. The results indicate that a lack of control, job dissatisfaction and a lack of support contribute significantly to psychological stress/strain on the job.

In conclusion, all of the regression analyses support the original hypotheses. Specifically, the results indicate that a lack of control (external locus of control), job dissatisfaction and a lack of social support contribute significantly to dispatcher stress. Although previous results indicate that other occupational groups may experience stress/strain on the job (comparison of means by occupation), it remains unclear if this stress is unique to only dispatchers (and clerks) or may be found in other occupational groups (using the same variables). Further research is needed to examine the relationship between stress/strain on the job among dispatchers by other occupational groups.

TABLE 13A

REGRESSION ANALYSIS OF PERSONAL ACCOMPLISHMENT BY SELECTED
INDEPENDENT VARIABLES AMONG POLICE AND DUAL DISPATCHERS

IV	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.555	.308	.555	<.001	.304	.092	.304	.029
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.555	.308	.555	<.001	.304	.092	.304	.029
G	*	*	*	*	*	*	*	*
CTL	.377	.142	-.377	<.001	*	*	*	*
PP	*	*	*	*	*	*	*	*
SI	*	*	*	*	.278	.077	.278	.046
CTL	.377	.142	-.377	<.001	*	*	*	*
PP	*	*	*	*	*	*	*	*
G	*	*	*	*	*	*	*	*
CTL	.377	.142	-.377	<.001	*	*	*	*
OP	*	*	*	*	*	*	*	*
SI	*	*	*	*	.278	.077	.278	.046
CTL	.377	.142	-.377	<.001	*	*	*	*
OP	*	*	*	*	*	*	*	*
G	*	*	*	*	*	*	*	*

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT THE .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 PP = PRESENT PAY
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 OP = OPPORTUNITY FOR PROMOTION

TABLE 13B

**REGRESSION ANALYSIS OF PERSONAL ACCOMPLISHMENT BY SELECTED
INDEPENDENT VARIABLES AMONG FIRE/AMBULANCE DISPATCHERS AND
CLERKS**

IV	FIRE/AMBULANCE				CLERKS			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.291	.085	.269	.026	*	*	*	*
SI	.389	.151	.258	.033	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.405	.164	.254	.036	*	*	*	*
G	.318	.101	.284	.012	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PP	*	*	*	*	*	*	*	*
SI	.281	.079	.281	.024	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PP	*	*	*	*	*	*	*	*
G	.318	.101	.318	.011	*	*	*	*
CTL	*	*	*	*	*	*	*	*
OP	*	*	*	*	*	*	*	*
SI	.281	.079	.281	.024	*	*	*	*
CTL	*	*	*	*	*	*	*	*
OP	*	*	*	*	*	*	*	*
G	.318	.101	.318	.011	*	*	*	*

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT THE .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 PP = PRESENT PAY
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 OP = OPPORTUNITY FOR PROMOTION

NOTE: CUMULATIVE BETA AND SIGNIFICANT T VALUES ARE FOUND IN THOSE VARIABLES CONTAINING TWO (2) OR MORE ENTRIES.

TABLE 14A

REGRESSION ANALYSIS OF EMOTIONAL EXHAUSTION BY SELECTED
INDEPENDENT VARIABLES AMONG POLICE AND DUAL DISPATCHERS

IV	POLICE				DUAL			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	.761	.579	.234	.016
PJ	.641	.411	-.641	<.001	.725	.526	-.723	<.001
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	.761	.579	.234	.016
PJ	.641	.411	-.575	<.001	.725	.526	-.689	<.001
G	.665	.442	-.188	.033	*	*	*	*
CTL	.479	.229	.260	.009	.338	.114	.338	.014
SUP	.406	.166	-.351	.001	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	.338	.114	.338	.014
SUP	.406	.166	-.316	.002	*	*	*	*
G	.490	.240	-.289	.005	*	*	*	*
CTL	.457	.209	.255	.013	.538	.289	.268	.033
COW	.384	.147	-.321	.002	.468	.219	-.424	.001
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	.538	.289	.268	.001
COW	.492	.242	-.312	.002	.468	.219	-.424	.001
G	.387	.149	-.316	.002	*	*	*	*

* = NOT IN REGRESSION EQUATION

IV = INDEPENDENT VARIABLES

MR = MULTIPLE R

SIGT = SIGNIFICANT AT .05 LEVEL

CTL = CONTROL

PJ = PRESENT JOB

SI = SOCIAL INTEGRATION

G = GUIDANCE

SUP = SUPERVISION

COW = CO-WORKERS

NOTE: CUMULATIVE BETA AND SIGNIFICANT T VALUES ARE FOUND IN
THOSE VARIABLES CONTAINING TWO (2) OR MORE ENTRIES.

TABLE 14B

**REGRESSION ANALYSIS OF EMOTIONAL EXHAUSTION BY SELECTED
INDEPENDENT VARIABLES AMONG FIRE/AMBULANCE
DISPATCHERS AND CLERKS**

IV	FIRE/AMB				CLERKS			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.529	.279	-.529	<.001	.499	.249	-.499	<.001
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.529	.279	-.529	<.001	.499	.249	-.499	<.001
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	.367	.135	-.367	.003	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	.367	.135	-.367	.003	*	*	*	*
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	.259	.067	-.259	.039	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	.259	.067	-.259	.039	*	*	*	*
G	*	*	*	*	*	*	*	*

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 SUP = SUPERVISION
 COW = CO-WORKERS

TABLE 15A**REGRESSION ANALYSIS OF DEPERSONALIZATION BY SELECTED
INDEPENDENT VARIABLES AMONG POLICE AND DUAL DISPATCHERS**

IV	POLICE				DUAL			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.535	.286	-.535	<.001	.672	.451	-.672	<.001
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.535	.286	-.535	<.001	.672	.451	-.672	<.001
G	*	*	*	*	*	*	*	*
CTL	.304	.093	.304	.004	*	*	*	*
SUP	*	*	*	*	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	.304	.093	.304	.004	*	*	*	*
SUP	*	*	*	*	*	*	*	*
G	*	*	*	*	.312	.097	-.312	.024
CTL	.437	.191	.225	.029	*	*	*	*
COW	.379	.143	-.323	.002	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	.437	.191	.225	.029	*	*	*	*
COW	.379	.143	-.323	.002	*	*	*	*
G	*	*	*	*	.312	.097	-.312	.024

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 SUP = SUPERVISION
 COW = CO-WORKERS

NOTE: CUMULATIVE BETA AND SIGNIFICANT T VALUES ARE FOUND IN THOSE VARIABLES CONTAINING TWO (2) OR MORE ENTRIES.

TABLE 15B

**REGRESSION ANALYSIS OF DEPERSONALIZATION BY SELECTED
INDEPENDENT VARIABLES AMONG FIRE/AMBULANCE
DISPATCHERS AND CLERKS**

IV	FIRE/AMB				CLERKS			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.421	.177	-.421	<.001	.413	.171	-.413	.003
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.421	.177	-.421	<.001	.413	.171	-.391	.003
G	*	*	*	*	.499	.249	-.282	.029
CTL	*	*	*	*	.320	.103	.320	.022
SUP	.401	.160	-.401	.001	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	.320	.103	.320	.022
SUP	.401	.160	-.401	.001	*	*	*	*
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	.320	.103	.320	.022
COW	*	*	*	*	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	.320	.103	.320	.022
COW	*	*	*	*	*	*	*	*
G	*	*	*	*	*	*	*	*

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT THE .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 SUP = SUPERVISION
 COW = CO-WORKERS

NOTE: CUMULATIVE BETA AND SIGNIFICANT T VALUES ARE FOUND IN THOSE VARIABLES CONTAINING TWO (2) OR MORE ENTRIES.

TABLE 16A

**REGRESSION ANALYSIS OF ROLE OVERLOAD BY SELECTED
INDEPENDENT VARIABLES AMONG POLICE AND DUAL DISPATCHERS**

IV	POLICE				DUAL			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.302	.091	-.302	.004	.537	.289	-.537	<.001
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.302	.091	-.302	.004	.537	.289	-.537	<.001
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	*	*	*	*	.513	.263	-.513	<.001
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	*	*	*	*	.513	.263	-.513	<.001
G	.282	.079	-.282	.008	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	.215	.046	-.215	.045	.589	.347	-.589	<.001
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	*	*	*	*	.589	.347	-.589	<.001
G	.282	.079	-.282	.008	*	*	*	*

* = NOT IN REGRESSION EQUATION

IV = INDEPENDENT VARIABLES

MR = MULTIPLE R

SIGT = SIGNIFICANT T

CTL = CONTROL

PJ = PRESENT JOB

SI = SOCIAL INTEGRATION

G = GUIDANCE

SUP = SUPERVISION

COW = CO-WORKERS

TABLE 16B

REGRESSION ANALYSIS OF ROLE OVERLOAD BY SELECTED
INDEPENDENT VARIABLES AMONG FIRE/AMBULANCE
DISPATCHERS AND CLERKS

IV	FIRE/AMB				CLERKS			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.345	.119	-.345	.005	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.345	.119	-.345	.005	*	*	*	*
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	.320	.103	-.320	.001	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	.320	.103	-.320	.001	*	*	*	*
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	*	*	*	*	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	*	*	*	*	*	*	*	*
G	*	*	*	*	*	*	*	*

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT THE .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 SUP = SUPERVISION
 COW = CO-WORKER

TABLE 17A

REGRESSION ANALYSIS OF VOCATIONAL STRAIN BY SELECTED
INDEPENDENT VARIABLES AMONG POLICE AND DUAL DISPATCHERS

IV	POLICE				DUAL			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.657	.432	-.639	<.001	.663	.439	-.663	<.001
SI	.683	.467	-.188	.021	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.657	.432	-.553	<.001	.663	.439	-.663	<.001
G	.715	.512	-.301	<.001	*	*	*	*
CTL	.392	.153	.333	.001	*	*	*	*
SUP	.476	.226	-.276	.006	.426	.182	-.426	.002
SI	*	*	*	*	*	*	*	*
CTL	.542	.294	.222	.025	*	*	*	*
SUP	.571	.327	-.191	.048	.426	.182	-.426	.002
G	.492	.243	-.352	.001	*	*	*	*
CTL	.392	.153	.321	.002	*	*	*	*
COW	.480	.231	-.287	.005	.414	.171	-.414	.002
SI	*	*	*	*	*	*	*	*
CTL	.589	.344	.199	.043	*	*	*	*
COW	.557	.311	-.234	.014	.414	.171	-.414	.002
G	.492	.243	-.366	<.001	*	*	*	*

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT THE .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 SUP = SUPERVISION
 COW = CO-WORKERS

NOTE: CUMULATIVE BETA AND SIGNIFICANT T VALUES ARE FOUND IN THOSE VARIABLES CONTAINING TWO (2) OR MORE ENTRIES.

TABLE 17B

**REGRESSION ANALYSIS FOR VOCATIONAL STRAIN BY SELECTED
INDEPENDENT VARIABLES AMONG FIRE/AMBULANCE
DISPATCHERS AND CLERKS**

IV	FIRE/AMB				CLERKS			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.437	.191	-.439	<.001	.615	.379	-.615	<.001
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.437	.191	-.407	<.001	.615	.379	-.589	<.001
G	.491	.241	-.226	.049	.693	.480	-.319	.004
CTL	*	*	*	*	*	*	*	*
SUP	*	*	*	*	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	*	*	*	*	*	*	*	*
G	.279	.078	-.279	.025	.367	.134	-.367	.008
CTL	*	*	*	*	*	*	*	*
COW	*	*	*	*	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	*	*	*	*	*	*	*	*
G	.279	.078	-.279	.025	.367	.134	-.367	.008

* = NOT IN REGRESSION EQUATION

IV = INDEPENDENT VARIABLES

MR = MULTIPLE R

SIGT = SIGNIFICANT AT .05 LEVEL

CTL = CONTROL

PJ = PRESENT JOB

SI = SOCIAL INTEGRATION

G = GUIDANCE

SUP = SUPERVISION

COW = CO-WORKERS

NOTE: CUMULATIVE BETA AND SIGT VALUES ARE FOUND IN THOSE
VARIABLES CONTAINING TWO (2) OR MORE ENTRIES.

TABLE 18A

**REGRESSION ANALYSIS OF RESPONSIBILITY BY SELECTED
INDEPENDENT VARIABLES AMONG POLICE AND DUAL DISPATCHERS**

IV	POLICE				DUAL			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	.275	.076	.275	.049
PJ	*	*	*	*	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	.275	.076	.275	.049
PJ	*	*	*	*	*	*	*	*
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	*	*	*	*	.387	.149	-.387	.005
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	*	*	*	*	.387	.149	-.387	.005
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	.223	.049	-.254	.017	.397	.158	-.397	.004
SI	.317	.100	.227	.032	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	.223	.049	-.223	.038	.397	.158	-.397	.004
G	*	*	*	*	*	*	*	*

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT THE .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 SUP = SUPERVISION
 COW = CO-WORKERS

NOTE: CUMULATIVE BETA AND SIGNIFICANT T VALUES ARE FOUND IN THOSE VARIABLES CONTAINING TWO (2) OR MORE ENTRIES.

TABLE 18B

**REGRESSION ANALYSIS OF RESPONSIBILITY BY SELECTED
INDEPENDENT VARIABLES AMONG FIRE/AMBULANCE
DISPATCHERS AND CLERKS**

IV	FIRE/AMB				CLERKS			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	*	*	*	*	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	*	*	*	*	*	*	*	*
G	*	*	*	*	.332	.110	-.332	.017
CTL	*	*	*	*	*	*	*	*
SUP	.302	.091	-.302	.015	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	.302	.091	-.302	.015	*	*	*	*
G	*	*	*	*	.332	.110	-.332	.017
CTL	*	*	*	*	*	*	*	*
COW	.343	.118	-.343	.006	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	.343	.118	-.343	.006	*	*	*	*
G	*	*	*	*	.332	.110	-.332	.017

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 SUP = SUPERVISION
 COW = CO-WORKERS

TABLE 19A

REGRESSION ANALYSIS OF PSYCHOLOGICAL STRAIN BY SELECTED
INDEPENDENT VARIABLES AMONG POLICE AND DUAL DISPATCHERS

IV	POLICE				DUAL			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	.654	.428	.238	.009	.676	.457	.233	.034
PJ	.617	.380	-.523	<.001	.636	.404	-.601	<.001
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	.676	.457	.233	.034
PJ	.617	.380	-.496	<.001	.636	.404	-.601	<.001
G	.698	.487	-.348	<.001	*	*	*	*
CTL	.443	.196	.443	<.001	*	*	*	*
SUP	*	*	*	*	.393	.154	-.393	.004
SI	*	*	*	*	*	*	*	*
CTL	.586	.343	.291	.003	*	*	*	*
SUP	*	*	*	*	.393	.154	-.393	.004
G	.519	.270	-.413	<.001	*	*	*	*
CTL	.585	.342	.346	<.001	.513	.264	.256	.045
COW	.479	.229	-.394	<.001	.447	.199	-.405	.002
SI	*	*	*	*	*	*	*	*
CTL	.672	.451	.277	.012	.513	.264	.256	.045
COW	.639	.408	-.342	<.001	.447	.199	-.405	.002
G	.519	.270	-.359	<.001	*	*	*	*

* = NOT IN REGRESSION EQUATION
 IV = INDEPENDENT VARIABLES
 MR = MULTIPLE R
 SIGT = SIGNIFICANT AT THE .05 LEVEL
 CTL = CONTROL
 PJ = PRESENT JOB
 SI = SOCIAL INTEGRATION
 G = GUIDANCE
 SUP = SUPERVISION
 COW = CO-WORKERS

NOTE: CUMULATIVE BETA AND SIGNIFICANT T VALUES ARE FOUND IN THOSE VARIABLES CONTAINING TWO (2) OR MORE ENTRIES.

TABLE 19B

**REGRESSION ANALYSIS OF PSYCHOLOGICAL STRAIN BY SELECTED
INDEPENDENT VARIABLES AMONG FIRE/AMBULANCE
DISPATCHERS AND CLERKS**

IV	FIRE/AMB				CLERKS			
	MR	R ²	BETA	SIGT	MR	R ²	BETA	SIGT
CTL	*	*	*	*	*	*	*	*
PJ	.543	.295	-.543	<.001	.541	.293	-.541	<.001
SI	*	*	=	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
PJ	.543	.295	-.543	<.001	.541	.293	-.541	<.001
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
SUP	.334	.111	-.333	.007	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	=	*	*	*	*
SUP	.334	.111	-.333	.007	*	*	*	*
G	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	.323	.104	-.323	.009	*	*	*	*
SI	*	*	*	*	*	*	*	*
CTL	*	*	*	*	*	*	*	*
COW	.323	.104	-.323	.009	*	*	*	*
G	=	=	*	*	*	*	*	*

* = NOT IN REGRESSION EQUATION

IV = INDEPENDENT VARIABLES

MR = MULTIPLE R

SIGT = SIGNIFICANT AT .05 LEVEL

CTL = CONTROL

PJ = PRESENT JOB

SI = SOCIAL INTEGRATION

G = GUIDANCE

SUP = SUPERVISION

COW = CO-WORKERS

CHAPTER 4: DISCUSSION

Chapter Overview

This chapter is divided into three (3) sections. The first section reviews the purpose of the research. The second section examines the findings and provides an interpretation of the results for the study of stress (in general). Specifically, organizational stress will be examined, with particular attention being devoted to the dispatcher's organizational environment. The final section will note the limitations of this study and suggestions for future research.

Purpose of research

This study explored the relationship between dispatcher stress with locus of control, job satisfaction and social support. Dispatcher stress was defined as the relationship between the police dispatcher and the environment that is appraised by the dispatcher as taxing or exceeding his/her resources and endangering his/her well-being. In this study, dispatcher stress was the dependent variable. Specifically, it was predicted that police dispatchers who perceived external control (no/little control), job dissatisfaction, and a lack of social support would experience the greatest amount of job stress/burnout. Pearson's correlation coefficient, analysis of variance (ANOVA), the Duncan procedure, factor

analysis and multiple regression was used to explore the relationship between the variables.

Review of the Results

LOCUS OF CONTROL

Locus of control is perceived as the control a person has over his/her world. Specifically, internal locus of control refers to the conviction that events are contingent upon one's own behavior. External locus of control refers to the conviction that events are not contingent upon one's own actions, but rather upon luck, chance, fate or powerful others (Lefcourt, 1976; Rotter, 1966).

Specifically, results indicate that dispatchers who perceive a lack of control (external locus of control) over their working environment experience greater job stress and strain. In addition, dispatchers who perceive that they can control their work setting (internal locus of control), report a greater sense of personal achievement and responsibility on the job. Furthermore, those dispatchers who perceive a lack of control within their agency, report feeling emotionally exhausted and over-extended by their work.

This lack of control also accounted for dispatchers' reporting an impersonal and uncaring attitude towards the citizens they serve. They perceived that their training, education, skills and experience were inappropriate for the

demands of the job. The lack of control affected the way in which the dispatcher perceived his/her role. For example, they reported conflicting role demands and found their occupational expectations unclear. In essence, dispatchers perceived a negative work setting.

The results of this study support earlier findings that there is a direct relationship between job stress and a lack of control in the working environment (Anderson, 1977; Houston, 1972; Lazarus, 1966; Ricotta, 1984). Furthermore, this study supports Cherness' (1980) argument that perhaps the most significant cause of a lack of personal accomplishment is the perceived lack of control in the work setting. There is also support that dispatchers who perceive a sense of helplessness and become distressed when their efforts at control are unsuccessful are more susceptible to stress (Glass, 1977; Payne, 1984).

One's control over their work setting is a significant factor in predicting stress among dispatchers. The results further indicate that other measures, such as job satisfaction and social support, are also reliable predictors of job stress/strain.

JOB SATISFACTION

Job satisfaction was defined as the totality of an employee's feelings about various aspects of his/her occupation. The aspects of job satisfaction included: The

work itself; pay; promotional opportunities a policies; co-worker; and supervisory support.

Results indicate that perceived job satisfaction is a major factor in police dispatcher stress/strain on the job. Specifically, those dispatchers who are dissatisfied with their current position or their job (in general), experience significant stress/strain. Stress/strain is also reported by dispatchers who are dissatisfied with their current pay and promotional opportunities. In addition, dispatchers in this study reflect a high level of conflicting role demands and loyalties in their role setting. This conflict is magnified by their immediate supervision. In other words, as the perceived role of the dispatcher is made more complex by one's immediate supervisor, there is a greater sense of stress/strain on the job. Coworkers also play a vital role in the reduction of dispatcher stress. In particular, dispatchers report less psychological stress when they perceive that they have the support of co-workers.

The results are consistent with earlier research revealing that dispatchers who perceive their position as "second-class" citizens within their organization are dissatisfied with their job (Bruns, 1988; Guthery and Guthery, 1984; Ksionzky and Mehrabian, 1986; O'Dell, 1979; Sewell and Crew, 1984;). However, there is conflicting

results that a lack of pay and promotional opportunities contributes to job dissatisfaction and a lack of personal achievement and accomplishment (Craven and Wellman, 1973; Maslach and Jackson, 1981; O'Dell, 1979). Thus, other factors, such as co-worker and supervisory support, may be better predictors of job satisfaction among dispatchers than pay and/or promotional opportunities.

It is interesting to note that those dispatchers who perceive the greatest amount of job satisfaction are: (1) single; (2) do not have a college degree; and (3) dispatch fire/ambulance personnel. One possible explanation for this finding may be that fire/ambulance dispatchers are highly trained for their position. Each fire/ambulance dispatcher must be EMT certified, whereas the majority of police dispatchers receive little or no training (except on-the job training) (Information received through personnel agencies from the sampled departments).

Therefore, fire/ambulance dispatchers may not perceive a college education as being a necessary requirement for job performance. In addition, those dispatchers who are single may not experience marital pressures that may contribute to job stress/strain (which may also effect job satisfaction).

SOCIAL SUPPORT

Social support was defined as a network of communication that offers guidance and provides feedback

about one's behavior that validates self-concept and evaluation. It was predicted that there would be an inverse relationship between social support and dispatcher stress. In other words, as perceived social support increases, dispatcher stress decreases.

Results indicate that social support plays a vital role in dispatcher stress. Specifically, those dispatchers who perceive the least amount of stress/strain on the job possess the following characteristics: (1) They have intimate contacts with close friends; (2) they feel they belong to a social network; (3) they have a close working relationship with colleagues; (4) they believe that family members can be counted upon for assistance in an emergency; and (5) they have individuals, who they feel have knowledge and expertise in certain areas, that can be counted upon for advise and guidance.

Previous research indicates that social support includes co-worker support and off-job influences (Blau, 1981; Burton, 1983; Etzion, 1984; Gottlieb, 1981; Wellman, 1981). This study reinforces the finding that coworkers, association with friends outside of the work place, and relationships with kin play a vital role in the dispatchers' working relationship.

The role of the supervisor also affected one's perceived stress/strain on the job. In other words,

supervisory support is important in the reporting of perceived stress among dispatchers (Barrett, 1985; French and Caplan, 1970; House and Wells, 1978; LaRocco et al., 1980; LaRocco and Jones, 1978; Pine and Maslach, 1978; Tarvin, 1982;).

There was also support for the "buffering effect" between social support and job stress. The "buffer" theory is where social support moderates or buffers the relationship between job stressors and other independent variables (Etzion, 1984; House, 1981; Kahn et al., 1964). For example, a buffering effect may be found between dispatchers' having individuals with whom they can rely upon for advice and guidance and stress/strain measures on the job. Thus, it is possible that supervisory support was recorded among the "guidance" responses without directly reporting their (supervisor) support to employees. It is also possible that the lack of supervisory support is due to the nature of the dispatcher's job/role; That is, the dispatcher's job (by design) requires a close working relationship with coworkers, not with supervisors.

This study also found that dispatchers who perceive the least amount of social support are: (1) single; (2) work in an urban department; and (3) dispatch both police and fire/ambulance personnel. The results are not surprising in that non-married dispatchers are limited to

outside relationships and support from within the organizational setting. The role of the dispatcher is complicated by dispatching both police and fire/ambulance personnel from an urban department. Due to the heavy workload and demand placed upon the dispatcher, he/she is not afforded the opportunity to make friends or socialize with coworkers while at the work setting. Whereas dispatchers from a rural or suburban department are more apt to socialize with coworkers while on-duty.

The intense demand placed upon dispatchers from an urban agency is also reflected in their perceptions of achievement and responsibility. For example, those who perceive the greatest amount of personal achievement and responsibility towards others are dual dispatchers working in a urban setting. In other words, dispatchers who are busy perceive a greater sense of responsibility and achievement, but do not perceive a high level of support from colleagues. Based upon earlier findings, it is reasonable to conclude that dispatchers perceiving a sense of personal achievement and responsibility towards others, as well as high levels of social support, will experience less stress/strain on the job.

In sum, this study found that perceived control over the working environment; satisfaction with one's occupation; and having the support of coworkers and

supervisors, may directly affect dispatcher stress. However, there may be a number of factors that may indirectly influence or predict stress among dispatchers. It is therefore necessary to examine some of the unique aspects of the dispatchers' job which may have evoked their responses within this study.

Unique aspects of dispatcher stress

To provide a better understanding of dispatcher stress, it may prove valuable to examine a few of the unique aspects of the occupation. In other words, how is dispatcher stress different from the stress experienced in other occupations?

One of the stressors that may indirectly affect job satisfaction among dispatchers is the perception of low status. It is not uncommon for dispatchers to hear the remark (from departmental personnel and/or from callers), "What do you expect, they are only dispatchers?" This feeling of being a "second-class" citizen may be reinforced by their civilian status within a "sworn" organization and/or their physical isolation from other departmental personnel. This degradation not only stems from coworkers, but supervisors and other civilians may also participate in "dispatcher bashing". For example, supervisors may reinforce the dispatcher's low status by highlighting their (the dispatcher) low position on the

organizational chart. Civilians may be abusive and irate to the dispatcher, while at the same time demanding immediate attention/assistance.

Another unique source of dispatcher stress may be found within their perceptions of responsibility and welfare for others. A dispatcher is considered to be the "life-line" to fellow workers and citizens. Thus when a call for assistance is requested, it is the dispatcher who must initiate the response and monitor the progress. For example, when a police officer calls for immediate assistance, it is the responsibility of the dispatcher to identify the problem and dispatch available units to the scene; while the same time, remaining calm and handling other incoming emergencies. Other emergencies may include calls from citizens requesting immediate attention or requiring the dispatcher to actually relay/perform emergency procedures over the telephone. For example, an ambulance dispatcher may have to provide the caller with a step by step process to dislodge a food product from a choking baby to prevent the child from asphyxiating. These processes are often performed with little formal training.

The lack of formal training may be another unique aspect of dispatcher stress. While many occupations require advanced educational degrees and provide formal training to employees, the dispatcher often learns their

trade on the job. Although their high level of responsibility would suggest proper training, academy and ongoing in-service training programs are lacking for dispatchers. Those programs/workshops that do exist are often conducted by private organizations, not associated with the particular agency. Furthermore, if a dispatcher decides to attend an "outside" training program, it is unlikely that their department will reimburse the dispatcher for expenses. This may be valid in spite of the fact that departments will not hesitate to financially reimburse or sponsor a "sworn" officer who attends a training program.

It is important to note that these are merely partial stressors unique to dispatchers. Although the findings may prove valuable to dispatchers, other occupations may benefit from understanding the variables affecting job stress/strain.

Implications of findings to the study of stress

The findings in this study may prove valuable, not only to those interested in dispatcher stress, but to anyone wishing to examine the variables affecting job stress in general. For example, results indicate that social support, job satisfaction and control over the working environment may be useful predictors of stress/strain on the job. Although these variables are not

exclusive to job stress, they provide a better understanding of some of the causes of stress in the working environment.

A manager could use the results of this study (for example, the importance of co-worker support) to re-examine the support networks within his/her agency in hopes to prevent or alleviate some of the employee stress in the work setting. In addition, a supervisor, realizing the importance of a satisfied employee, may wish to: (1) examine promotional opportunities (particularly those who perceive themselves as lower status employees); (2) increase the salary/benefits; (3) provide the necessary supervisory support; (4) provide training sessions (other than in-service training) so that the training, education and skills of the employee correspond to the job demands; (5) re-examine the job demands to insure that the demands of the employee do not exceed the resources available to accomplish the given task; and (6) create a working environment that allows the employee some control over his/her actions; i.e. job enlargement (Job enlargement permits the worker more control and responsibility for his/her actions by combining two or more job functions into a single job (Cox, 1982)). Some of these factors will be further examined under specific organizational implications for the dispatcher.

Organizational Implications for the dispatcher

Social support

The work setting is a potentially powerful and efficient mechanism of planned social intervention and change. "Since social support has been demonstrated to help diminish the effects of stress, the potential to enhance social support at work would be an effective, efficient, and preventive mechanism for reducing work stress, improving health, and buffering individuals against the effects of work stress on health" (Weber, 1986, p. 118). House (1981, p. 9) stated that the work organization provides a good mechanism for efforts to enhance support. This support, in turn, may improve individual and organizational effects on stress and health.

To reduce the stress/strain of those dispatchers with a perceived low level of support, it is recommended that support networks be provided. This may be accomplished by offering social support workshops and seminars as part of the in-service training program. For example, spouse/partner programs should be implemented to give the spouse or "significant other" a better understanding of the dispatchers' complex role and the anticipated stress that may accompany that role. Providing a supportive social setting will enhance the working environment of the dispatcher and impact work productivity and job

satisfaction.

Communication and understanding between dispatchers and line officers is critical for effective social support. It is recommended that dispatchers "ride-along" with field officers to observe the actual role performance of the officer. In turn, the officer, as part of his/her in-service or academy training, should observe the dispatcher within their particular work setting. This will provide both the officer and the dispatcher a better understanding of their respective roles and a positive social support network for job effectiveness.

Control

Previous studies indicate that individuals with strong occupational control report less symptoms of job burnout (Nowack and Hanson, 1983). It has also been stated that police dispatchers who have a greater sense of control will remain healthier than those who feel powerless in the face of external stressful forces (Kobassa et al., 1982). The police dispatcher must understand the concepts of control and identify the stressors that precipitate job burnout (Although the results of this study do not fully support the argument that dispatchers are experiencing job burnout, it is important that police dispatchers and executives understand the potential for job burnout among dispatchers).

Police administrators/managers should allow police dispatchers to have greater input into the decision making process, particularly matters pertaining to the communication section of their department. For example, police dispatchers should be active participants in the selection process and training of neophyte dispatchers (job enlargement).

Training

It has been reported that proper training is crucial for job satisfaction and optimal performance (Weaver, 1985, p. 17). Therefore, police administrators should encourage dispatchers to attend training seminars, particularly in stress management. The agency should also fully sponsor the dispatcher or financially reimburse the dispatcher upon successful completion of the program.

"Training of dispatchers should be a constant, ongoing program in every department. Training that teaches, motivates and upgrades skills is necessary to improve a department's dispatching. Dispatching is stressful and proper training can assist dispatchers in learning how to cope with the stressors related to this career" (Guthery and Guthery, 1982, p. 58).

Specifically, coping skills should be taught which highlight cognitive strategies and specific coping devices that are effective in the quasi-military environment of a police agency (Weber, 1986, p. 353).

Promotion

In addition to training, job satisfaction may be

increased by providing dispatchers the opportunity for promotion. It is recommended that a promotional scale be developed and implemented to allow dispatchers upward mobility and the potential for status improvement within their agency. Financial incentives should also accompany promotional achievement. However, it is important that managers recognize that pay and promotional opportunities, in and of themselves, may not necessarily affect the overall satisfaction of the employee; other factors, such as co-worker and supervisor support may be of greater import among dispatchers.

The recommendations cited represent only partial solutions to reduce dispatcher stress. Police administrators, managers, and supervisors must pay more attention to the needs of the dispatcher; only then will the dispatcher perceive the support, control and satisfaction needed to successfully complete their important function.

Limitations

There were several limitations to this study. The first limitation was the voluntary nature of the subjects' participation. The subjects/agencies that did not participate in this study may represent significantly different attitudes and responses from those subjects/agencies that chose to participate.

The degree of anonymity and confidentiality assured in the research may have accounted for the second limitation. For example, while originally designed to safeguard employee confidentiality, this factor may have been viewed by some participants as a way to safely voice their opinion regarding the stressful nature of their work. In other words, participants may have used this study as a way to "bridge the gap" between employee concerns and management's response.

A third limitation of this study was the lack of control over the specific stressful events encountered by the participants over the course of the research. Responses on the questionnaire may be a reflection of an accumulation of stressful situations or an isolated stressful event (Threat to internal validity).

Finally, the results may be geographically restricted. In other words, since this study only included dispatchers from within the southern New Jersey area, generalizability may be limited. Therefore, in attempting to extrapolate the findings to other police communication centers, consideration must be made as to the demographics of the subjects (Low external validity). Furthermore, the lack of generalizability may limit individual departmental recommendations. Thus, this research should not be viewed as the final word on dispatcher stress; but should serve

only as a guide to aid in the identification of potential stressors among emergency dispatchers.

Suggestions for Further Research

The results of this study have generated a number of recommendations for further research. Considering the current findings on social support, job satisfaction and locus of control, it would be of value to study dispatchers over time. Therefore, longitudinal studies should be implemented to examine the specific stressors and coping processes of dispatchers. Following dispatchers from the initial hiring stage throughout their career would provide valuable data for stress literature and practical implications for the specific agency.

Due to the restricted area of the research sample (Southern New Jersey), future research should attempt to sample a broad range of dispatchers from other agencies from across the country. This would improve the reliability and validity of the results, as well providing a greater degree of representation and generalizability.

Future research should focus upon the specific work setting of the dispatcher. For example, it may prove useful to know the size of the department; i.e., the number of dispatchers employed within that agency; the number of dispatchers per shift; the ratio of dispatchers to officers; the ratio of supervisors to dispatchers; the

ratio of officers to citizens, etc.

Furthermore, it would be of interest to examine the work load within the selected agencies. In other words, how many calls are received? Of those incoming calls, how many are actually dispatched vs. handled informally vs. referred to other agencies?

A comparison could be made of all agencies to determine if the work settings/work loads (by geographical area) are similar for different dispatch groups. For example, the work settings/loads among urban, suburban and rural police, fire/ambulance and dual dispatchers could be compared to help determine the "best" working environment.

Finally, future studies should include health measures not included within this study. For example, blood pressure and cortisol levels could be examined among dispatchers, both within and outside the work setting. The monitoring of significant physiological changes within the body may provide a greater understanding of the relationship between job stress and mediating variables on health.

CONCLUSION

The purpose of this research was to explore the relationship among dispatcher(s) stress/strain by the variables of control, job satisfaction and social support. Overall results indicate that dispatchers who perceive a

lack of control over their work setting (external control), a lack of job satisfaction and lack of social support, report stress/strain on the job.

However, it remains unclear whether police dispatchers reporting occupational stress differ significantly from other emergency dispatchers (or other occupational groups). Although dispatchers report occupational stress as a group, there is little support that emergency dispatchers (in general) differ in any significant degree among stress/strain measures. In other words, police dispatchers, fire/ambulance dispatchers and dual dispatchers all experience job stress, but it can not be stated with any degree of certainty that police dispatchers experience greater stress than either fire/ambulance or dual dispatchers.

Unique dispatcher stressors were discussed, with particular attention devoted to job status, responsibility and training. Organizational implications were highlighted to aid managers/supervisors/administrators in the reduction of stress/strain among employees. The topics for discussion included the re-examination of social support networks, job satisfaction measures and control techniques. Specific recommendations were made to assist police managers in reducing dispatcher stress, including social support workshops, ride-along programs for dispatchers,

greater dispatcher input into the decision making process, proper training and promotional opportunities.

The limitations of this study were noted and included: (1) the voluntary nature of the subjects; (2) the degree of anonymity and confidentiality; (3) the lack of control over specific stressful events and (4) geographical restrictions. Suggestions for future research were also discussed which included the possibility of longitudinal studies, the expansion of the dispatcher population, a fuller descriptive study of the dispatcher's work setting, and the study of health measures among dispatchers.

**THE RELATIONSHIP BETWEEN DISPATCHER STRESS
AND SOCIAL SUPPORT, JOB SATISFACTION, AND
LOCUS OF CONTROL**

by

TOD WILLIAM BURKE

VOLUME 2

**A dissertation submitted to the Graduate Faculty in
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APPENDIX A
SAMPLE DESCRIPTION BY FREQUENCY

SEX Sex of respondent

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Male	1	132	52.0	52.0	52.0
Female	2	122	48.0	48.0	100.0
	TOTAL	254	100.0	100.0	
MEAN	1.480	STD ERR	.031	MEDIAN	1.000
MODE	1.000	STD DEV	.501	VARIANCE	.251
KURTOSIS	-2.010	S E KURT	.304	SKEWNESS	.079
S E SKEW	.153	RANGE	1.000	MINIMUM	1.000
MAXIMUM	2.000	SUM	376.000		

AGE Age of respondent

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	17	1	.4	.4	.4
	18	2	1.2	1.2	1.6
	19	7	2.8	2.8	4.3
	20	7	2.8	2.8	7.1
	21	12	4.7	4.7	11.8
	22	10	3.9	3.9	15.7
	23	15	5.9	5.9	21.7
	24	6	2.4	2.4	24.0
	25	13	5.1	5.1	29.1
	26	7	2.8	2.8	31.9
	27	6	2.4	2.4	34.3
	28	10	3.9	3.9	38.2
	29	11	4.3	4.3	42.5
	30	11	4.3	4.3	46.9
	31	6	2.4	2.4	49.2
	32	7	2.8	2.8	52.0
	33	9	3.5	3.5	55.5
	34	8	3.1	3.1	58.7
	35	8	3.1	3.1	61.8
	36	1	.4	.4	62.2
	37	10	3.9	3.9	66.1
	38	5	2.0	2.0	68.1
	39	7	2.8	2.8	70.9
	40	6	2.4	2.4	73.2
	41	5	2.0	2.0	75.2
	42	5	2.0	2.0	77.2
	43	3	1.2	1.2	78.3
	44	1	.4	.4	78.7
	45	3	1.2	1.2	79.9
	46	6	2.4	2.4	82.3
	48	5	2.0	2.0	84.3
	49	4	1.6	1.6	85.8
	50	4	1.6	1.6	87.4
	51	2	.8	.8	88.2
	52	4	1.6	1.6	89.8
	54	4	1.6	1.6	91.3
	55	1	.4	.4	91.7
	56	2	.8	.8	92.5
	57	5	2.0	2.0	94.5
	58	1	.4	.4	94.9
	59	2	.8	.8	95.7
	60	1	.4	.4	96.1
	61	2	.8	.8	96.9
	62	2	.8	.8	97.6
	63	3	1.2	1.2	98.8
	64	2	.8	.8	99.6
	66	1	.4	.4	100.0

AGE Age of respondent

		TOTAL	254	100.0	100.0
MEAN	34.445	STD ERR	.754	MEDIAN	31.500
MODE	23.000	STD DEV	12.019	VARIANCE	144.461
KURTOSIS	-.303	S E KURT	.304	SKEWNESS	.763
S E SKEW	.153	RANGE	49.000	MINIMUM	17.000
MAXIMUM	66.000	SUM	2749.000		

RACE Race of respondent

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Asian	1	1	.4	.4	.4
Black	2	18	7.1	7.1	7.5
Hispanic	3	4	1.6	1.6	9.1
Native American	4	6	2.4	2.4	11.4
White	5	222	87.4	87.4	98.8
Other	9	3	1.2	1.2	100.0
TOTAL		254	100.0	100.0	
MEAN	4.764	STD ERR	.060	MEDIAN	5.000
MODE	5.000	STD DEV	.961	VARIANCE	.924
KURTOSIS	7.666	S E KURT	.304	SKEWNESS	-1.018
S E SKEW	.153	RANGE	8.000	MINIMUM	1.000
MAXIMUM	9.000	SUM	1210.000		
VALID CASES	254	MISSING CASES	0		

MARITAL Marital status of respondent

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Single	1	95	37.4	37.4	37.4
Married	2	123	48.4	48.4	85.8
Divorced	3	24	9.4	9.4	95.2
Widowed	4	4	1.6	1.6	96.9
Other	9	8	3.1	3.1	100.0
TOTAL		254	100.0	100.0	
MEAN	1.972	STD ERR	.091	MEDIAN	2.000
MODE	2.000	STD DEV	1.443	VARIANCE	2.082
KURTOSIS	15.346	S E KURT	.304	SKEWNESS	3.644
S E SKEW	.153	RANGE	8.000	MINIMUM	1.000
MAXIMUM	9.000	SUM	501.000		
VALID CASES	254	MISSING CASES	0		

DEGREE Highest degree received

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
H S Grad	1	137	53.9	53.9	53.9
Some College	2	103	40.6	40.6	94.5
College grad	3	11	4.3	4.3	98.8
Postgrad	4	3	1.2	1.2	100.0
TOTAL		254	100.0	100.0	
MEAN	1.528	STD ERR	.040	MEDIAN	1.000
MODE	1.000	STD DEV	.639	VARIANCE	1.408
KURTOSIS	1.323	S E KURT	.304	SKEWNESS	1.087
S E SKEW	.153	RANGE	3.000	MINIMUM	1.000
MAXIMUM	4.000	SUM	388.000		

DISP Type of dispatcher

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Police	1	87	34.3	34.3	34.3
Fire/Amb	2	52	20.5	20.5	54.7
Both	3	64	25.2	25.2	79.9
Clerk - DNA	9	51	20.1	20.1	100.0
TOTAL		254	100.0	100.0	
MEAN	3.315	STD ERR	.185	MEDIAN	2.000
MODE	1.000	STD DEV	2.956	VARIANCE	8.738
KURTOSIS	-0.071	S E KURT	.304	SKEWNESS	1.260
S E SKEW	.153	RANGE	8.000	MINIMUM	1.000
MAXIMUM	9.000	SUM	342.000		

LENGTH Length of time in current position

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Less 1 year	1	38	15.0	15.0	15.0
1-3 years	2	99	39.0	39.0	53.9
4-7 years	3	50	19.7	19.7	73.6
8-10 years	4	23	9.1	9.1	82.7
11-15 years	5	22	8.7	8.7	91.3
16+ years	6	22	8.7	8.7	100.0
TOTAL		254	100.0	100.0	
MEAN	2.835	STD ERR	.093	MEDIAN	2.000
MODE	2.000	STD DEV	1.479	VARIANCE	2.186
KURTOSIS	-.314	S E KURT	.304	SKEWNESS	.820
S E SKEW	.153	RANGE	5.000	MINIMUM	1.000
MAXIMUM	6.000	SUM	720.000		

CAREER Length of time in present career

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	26	10.2	10.2	10.2
	1	29	11.4	11.4	21.7
	2	35	13.8	13.8	35.4
	3	20	7.9	7.9	43.2
	4	18	7.1	7.1	50.4
	5	13	5.1	5.1	55.5
	6	14	5.5	5.5	61.0
	7	5	2.0	2.0	63.0
	8	8	3.1	3.1	66.1
	9	10	3.9	3.9	70.1
	10	8	3.1	3.1	73.2
	11	6	2.4	2.4	75.6
	12	10	3.9	3.9	79.5
	13	2	.8	.8	80.3
	14	7	2.8	2.8	83.1
	15	9	3.5	3.5	86.6
	16	4	1.6	1.6	88.2
	17	3	1.2	1.2	89.4
	18	3	1.2	1.2	90.6
	19	6	2.4	2.4	93.0
	20	5	2.0	2.0	95.0
	21	1	.4	.4	95.4
	22	2	.8	.8	96.2
	23	1	.4	.4	96.6
	24	1	.4	.4	97.0
	25	1	.4	.4	97.4
	26	1	.4	.4	97.8
	27	1	.4	.4	98.2
	28	1	.4	.4	98.6
	29	1	.4	.4	99.0
	30	2	.8	.8	99.8
	31	1	.4	.4	100.0
TOTAL		254	100.0	100.0	
MEAN	6.961	STD ERR	.420	MEDIAN	4.000
MODE	2.000	STD DEV	6.693	VARIANCE	44.797
KURTOSIS	.768	S E KURT	.304	SKEWNESS	1.136
S E SKEW	.153	RANGE	31.000	MINIMUM	.000
MAXIMUM	31.000	SUM	1758.000		

SHIFTS Rotating shifts

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	135	53.1	53.1	53.1
No	2	119	46.9	46.9	100.0
	TOTAL	254	100.0	100.0	
MEAN	1.469	STD ERR	.031	MEDIAN	1.000
MODE	1.000	STD DEV	.500	VARIANCE	.250
KURTOSIS	-2.000	S E KURT	.304	SKEWNESS	.127
S E SKEW	.153	RANGE	1.000	MINIMUM	1.000
MAXIMUM	2.000	SUM	373.000		

GOALS Career goals

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Remain @ current sta	1	81	31.9	31.9	31.9
Police officer	2	30	11.8	11.8	43.7
Supervisor	3	75	29.5	29.5	73.2
Helping profession	4	13	5.1	5.1	78.3
Other	9	55	21.7	21.7	100.0
	TOTAL	254	100.0	100.0	
MEAN	3.594	STD ERR	.187	MEDIAN	3.000
MODE	1.000	STD DEV	2.987	VARIANCE	8.922
KURTOSIS	-4.451	S E KURT	.304	SKEWNESS	1.067
S E SKEW	.153	RANGE	8.000	MINIMUM	1.000
MAXIMUM	9.000	SUM	913.000		

AREA UCR area (1988) for New Jersey

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Urban center	1	57	22.4	22.4	22.4
Urban suburban	2	94	37.0	37.0	59.4
Suburban	3	74	29.1	29.1	88.6
Rural	4	6	2.4	2.4	90.9
Rural center	5	23	9.1	9.1	100.0
	TOTAL	254	100.0	100.0	
MEAN	2.386	STD ERR	.071	MEDIAN	2.000
MODE	2.000	STD DEV	1.132	VARIANCE	1.281
KURTOSIS	.262	S E KURT	.304	SKEWNESS	.813
S E SKEW	.153	RANGE	4.000	MINIMUM	1.000
MAXIMUM	5.000	SUM	606.000		

SAMPLE DESCRIPTION WITH CROSS TABULATIONS

DISP		Type of dispatcher		SEX		CROSS TABULATION		DF
		Male	Female	BY SEX				Sex of respondent
COL FCT		Male	Female	TOTAL				
DISP		11	21					
Police		1	30.3	38.5	87			
					34.3			
Fire/Amb		2	35.6	4.1	52			
					20.5			
Both		3	30.3	19.7	64			
					25.2			
Clerk - DNA		9	3.8	37.7	51			
					20.1			
COLUMN TOTAL		132	122	254				
		52.0	48.0	100.0				
CHI-SQUARE	D.F.	SIGNIFICANCE		MIN E.F.		CELLS WITH E.F. > 5		
71.16368	3	0.0000		24.496		NONE		
NUMBER OF MISSING OBSERVATIONS =				0				

DISP		C R O S S T A B U L A T I O N O F				BY AGE		Age of respondent	
Type of dispatcher		AGE							
		CDL PCT				Under 30		30+	
						11		21	
DISP									
Police		1	32.4	35.6	87				
					34.3				
Fire/Amb		2	31.5	12.3	52				
					20.5				
Both		3	23.1	26.7	64				
					25.2				
Clerk - DNA		9	13.0	25.3	51				
					20.1				
COLUMN			108	146	254				
TOTAL			42.5	57.5	100.0				
CHI-SQUARE	D.F.	SIGNIFICANCE		MIN E.F.		CELLS WITH E.F. < 5			
16.36112	3	0.0010		21.655		NONE			
NUMBER OF MISSING OBSERVATIONS =		0							

[illegible]

DISP		Type of dispatcher		CROSS TABULATION OF		BY MARITAL		Marital status of respondent	
COL		PCT		MARITAL		ROW		TOTAL	
DISP		Single		Married		Divorced		her	
11		21		31					
Police	1	30.5	33.3	47.2	87	34.3			
Fire/Amb	2	30.5	17.1	5.6	52	20.5			
Both	3	23.2	25.2	30.6	64	25.2			
Clerk - DNA	9	15.8	24.4	16.7	51	20.1			
COLUMN		95	123	36	254				
TOTAL		37.4	48.4	14.2	100.0				
CHI-SQUARE	D.F.	SIGNIFICANCE		MIN E.F.		CELLS WITH E.F. > 5			
14.26596	6	0.0258		7.228		NONE			
NUMBER OF MISSING OBSERVATIONS =		0							

DISP		Type of dispatcher	C R O S S T A B U L A T I O N					OF
			BY DEGREE					Highest degree received
			DEGREE					
		COL PCT	HS Grad	Some Col lege	Col lege grad	Postgrad	ROW TOTAL	
DISP			11	21	31	41		
	Police	1	35.8	31.1	36.4	66.7	87	34.3
	Fire/Amb	2	16.8	24.3	36.4		52	20.5
	Both	3	24.8	26.2	27.3		64	25.2
	Clerk - DNA	9	22.6	18.4		33.3	51	20.1
COLUMN TOTAL		137	103	11	3	254		
		53.9	40.6	4.3	1.2	100.0		
CHI-SQUARE	D.F.	SIGNIFICANCE		MIN E.F.		CELLS WITH E.F. < 5		
8.81271	9	0.4547		0.602		8 OF 16 (50.0%)		
NUMBER OF MISSING OBSERVATIONS =		0						

DISP		Type of dispatcher	CROSS TABULATION OF										Length of time in current position
			BY LENGTH										
			LENGTH										
			Less 1 year	1-3 year	4-7 year	8-10 year	11-15 years	16+ years				ROW TOTAL	
			1	2	3	4	5	6					
DISP	1	Police	39.5	29.3	28.0	34.8	45.5	50.0				87	
												34.3	
	2	Fire/Amb	26.3	25.3	20.0	17.4	13.6					52	
												20.5	
	3	Both	15.2	25.3	34.0	34.8	13.6	22.7				64	
												25.2	
	9	Clerk - DNA	18.4	20.2	18.0	13.0	27.3	27.3				51	
												20.1	
COLUMN TOTAL			38	99	50	23	22	22				254	
			15.0	39.0	19.7	9.1	8.7	8.7				100.0	
CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.					CELLS WITH E.F. < 5					
17.63460	15	0.2824	4.417					6 OF 24 (25.0%)					
NUMBER OF MISSING OBSERVATIONS =			0										

DISP		Type of dispatcher	CROSS TABULATION OF BY CAREER Length of time in present career										PAGE 1 OF 3	
COL PCT		CAREER												
		01	11	21	31	41	51	61	71	81	91	ROW TOTAL		
DISP	Police	1	42.3	41.4	31.4	25.0	50.0	23.1		20.0	25.0	30.0	87	
												34.3		
Fire/Amb		2	19.2	24.1	34.3	20.0	16.7	23.1	35.7	20.0		30.0	52	
												20.5		
Both		3	26.9	24.1	14.3	35.0	33.3	38.5	35.7	20.0	25.0	40.0	64	
												25.2		
Clerk - DNA		9	11.5	10.3	20.0	20.0		15.4	28.6	40.0	50.0		51	
												20.1		
COLUMN		26	29	35	20	18	13	14	5	8	10	254		
(CONTINUED) TOTAL		10.2	11.4	13.8	7.9	7.1	5.1	5.5	2.0	3.1	3.9	100.0		

DISP		CROSS TABULATION OF										BY CAREER		Length of time in present career	
Type of dispatcher															
COL PCT		CAREER													
		201	221	231	271	301	311						ROW TOTAL		
DISP	Police	1	66.7	50.0		50.0						87	34.3		
	Fire/Amb	2	16.7									52	20.5		
	Both	3		100.0	50.0							64	25.2		
	Clerk - DNA	9	16.7			100.0	50.0	100.0				51	20.1		
COLUMN TOTAL		6	1	2	1	2	1					254	100.0		
		2.4	.4	.8	.4	.8	.4								
CHI-SQUARE	D.F.	SIGNIFICANCE		MIN E.F.		CELLS WITH E.F. > 5									
78.74776	75	0.3612		0.201		89 OF 104 (85.6%)									
NUMBER OF MISSING OBSERVATIONS = 0															

C R O S S T A B U L A T I O N O F					
DISP	Type of dispatcher	BY SHIFTS			Rotating shifts
SHIFTS					
COL PCT		Yes	No	ROW TOTAL	
		11	21		
DISP					
	1	34.8	33.6	87	
Police				34.3	
	2	31.9	7.6	52	
Fire/Amb				20.5	
	3	30.4	19.3	64	
Both				25.2	
	9	3.0	39.5	51	
Clerk - DNA				20.1	
COLUMN TOTAL		135	119	254	
		53.1	46.9	100.0	
CHI-SQUARE	D.F.	SIGNIFICANCE		MIN E.F.	CELLS WITH E.F. > 5
63.35490	3	0.0000		23.894	NONE
NUMBER OF MISSING OBSERVATIONS = 0					

DISP		Type of dispatcher	C R O S S T A B U L A T I O N										O F
			BY GOALS										Career goals
			GOALS										
		COL FCT	Remain current	Police officer	or	Superv's	Helping professi	Other	ROW				
			1	2	3	4	5	6	TOTAL				
DISP													
Police		1	37.0	43.3	26.7	30.8	36.4	91	87				
		2	14.8	20.0	25.3	30.8	20.0	52	34.3				
Fire/Amb		3	19.8	33.3	32.0	30.8	18.2	64	20.5				
Both		9	28.4	3.3	16.0	7.7	25.5	51	25.2				
Clerk - DNA								20.1					
COLUMN		81	30	75	13	55	254						
TOTAL		31.9	11.8	29.5	5.1	21.7	100.0						
CHI-SQUARE	D.F.	SIGNIFICANCE		MIN E.F.		CELLS WITH E.F. > 5							
19.93678	12	0.0925		2.610		4 OF		26 (26.0%)					
NUMBER OF MISSING OBSERVATIONS =		0											

DISP		Type of dispatcher	CROSS TABULATION OF				BY AREA	UCR area (1938) for New Jersey
			AREA					
		COL PCT	Urban	Urb-sub	Suburb	Rural	RDM TOTAL	
DISP			11	21	31	41		
Police	1	28.1	41.5	40.5	6.9	87	34.3	
	2	1.8	19.1	29.7	37.9	52	20.5	
Fire/Amb	3	31.6	31.9	6.8	37.9	64	25.2	
	9	38.6	7.4	23.0	17.2	51	20.1	
Clerk - DNA								
	COLUMN TOTAL	57	94	74	29	254	100.0	
		22.4	37.0	29.1	11.4			
CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.		CELLS WITH E.F. < 5			
59.60192	9	0.0000	5.823		NONE			
NUMBER OF MISSING OBSERVATIONS =		0						

APPENDIX B

192

SURVEY

Please answer the following questions in the space provided.
Once again, THANK YOU for your cooperation.

YOUR SEX: _____ (1) MALE _____ (2) FEMALE

YOUR AGE: _____ YEARS

ARE YOU: (Check only one group)

- _____ (1) ASIAN
_____ (2) BLACK
_____ (3) HISPANIC
_____ (4) NATIVE AMERICAN
_____ (5) WHITE
_____ (6) OTHER (PLEASE SPECIFY) _____

MARITAL STATUS:

- _____ (1) SINGLE
_____ (2) MARRIED
_____ (3) DIVORCED
_____ (4) WIDOWED
_____ (5) OTHER (PLEASE SPECIFY) _____

WHAT IS THE HIGHEST DEGREE YOU HAVE RECEIVED?

- _____ (1) COMPLETED HIGH SCHOOL
_____ (2) SOME COLLEGE
_____ (3) COMPLETED FOUR YEARS OF COLLEGE
_____ (4) SOME POSTGRADUATE WORK OR DEGREE
(PLEASE SPECIFY) _____

CURRENT POSITION TITLE (PLEASE SPECIFY) _____

*IF YOU ARE A DISPATCHER, DO YOU DISPATCH:

- _____ (1) POLICE
_____ (2) FIRE/AMBULANCE
_____ (3) BOTH POLICE AND FIRE/AMBULANCE
_____ (4) OTHER _____
(PLEASE SPECIFY)

LENGTH OF TIME IN CURRENT POSITION:

- _____ (1) LESS THAN 1 YEAR
_____ (2) 1 - 3 YEARS
_____ (3) 4 - 7 YEARS
_____ (4) 8 - 10 YEARS
_____ (5) 11 - 15 YEARS
_____ (6) MORE THAN 16 YEARS (PLEASE SPECIFY)
_____ (YEARS)

LENGTH OF TIME IN PRESENT OCCUPATION OR CAREER (THIS MAY BE
DIFFERENT THAN YOUR CURRENT POSITION): (PLEASE SPECIFY)
_____ (YEARS) (IF LESS THAN ONE YEAR, PUT A "O" IN
THE SPACE PROVIDED)

WHAT IS YOUR CURRENT JOB STATUS:

- _____ (1) CIVILIAN
_____ (2) SWORN
_____ (3) OTHER _____
(PLEASE SPECIFY)

SECTION J

194

Instructions:

The purpose of this section is to discover how various persons in the human services and helping professions view their jobs and the people with whom they work closely. Because persons in a wide variety of occupations will answer this survey, it uses the term **RECIPIENTS** to refer to the people for whom you provide your service, care, treatment, or instruction. When answering this section, please think of these people as recipients of the service you provide, even though you may use another term in your work.

On the following page there are 22 statements of job-related feelings. Please read each statement carefully and decide if you ever feel this way about your job. If you never had this feeling, write a "0" (zero) before the statement. If you have had this feeling, indicate how often you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way. **DO NOT SPEND A LOT OF TIME ON ANY ONE STATEMENT. SIMPLY RECORD THE FIRST RESPONSE THAT COMES TO MIND!** An example is shown below:

EXAMPLE

HOW OFTEN:

0	1	2	3	4	5	6
Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

How often
0-6

Statement:

_____ I feel depressed at work

If you never feel depressed at work, you would write the number "0" (zero) under the heading "HOW OFTEN". If you rarely feel depressed at work (a few times a year or less), you would write the number "1". If your feelings of depression are fairly frequent (a few times a week, but not daily) you would write "5".

HOW OFTEN:

0	1	2	3	4	5	6
Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

HOW OFTEN
0-6

STATEMENTS:

1. _____ I feel emotionally drained from my work.
2. _____ I feel used up at the end of the workday.
3. _____ I feel fatigued when I get up in the morning and have to face another day on the job.
4. _____ I can easily understand how my recipients feel about things.
5. _____ I feel I treat some recipients as if they were impersonal objects.
6. _____ Working with people all day is really a strain for me.
7. _____ I deal very effectively with the problems of my recipients.

- HOW OFTEN: _____
- | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
|-------|-------------------------------------|----------------------------|------------------------------|-------------------|--------------------------|--------------|
| Never | A few
times
a year
or less | Once a
month
or less | A few
times
a
month | Once
a
week | A few
times
a week | Every
day |
8. _____ I feel burned out from my work.
9. _____ I feel I'm positively influencing other people's lives through my work.
10. _____ I've become more callous toward people since I took this job.
11. _____ I worry that this job is hardening me emotionally.
12. _____ I feel very energetic.
13. _____ I feel frustrated by my job.
14. _____ I feel I'm working too hard on my job.
15. _____ I don't really care what happens to some of my recipients.
16. _____ Working with people directly puts too much stress on me.
17. _____ I can easily create a relaxed atmosphere with my recipients.
18. _____ I feel exhilarated after working closely with my recipients.
19. _____ I have accomplished many worthwhile things in this job.
20. _____ I feel like I'm at the end of my rope.
21. _____ In my work, I deal with emotional problems very calmly.
22. _____ I feel recipients blame me for some of their problems.

SECTION II.

Instructions

This next section is divided into six subsections. Simply place a "Y" for "Yes", "N" for "No, or a "?" if cannot decide. Once again, please do not spend too much time on any one response.

Subsection 1: Think of the work you do at present. How well does each of the following words or phrases describe your work? In the blank beside each word below, write

- Y for "Yes" if it describes your work
N for "No" if it does NOT describe it
? if you cannot decide

WORK ON PRESENT JOB

- Fascinating
- Routine
- Satisfying
- Boring
- Good
- Creative
- Respected
- Uncomfortable
- Pleasant
- Useful
- Tiring
- Healthful
- Challenging
- Too much to do
- Frustrating
- Simple
- Repetitive
- Gives sense of accomplishment

Subsection II: Think of the pay you get now. How well does each of the following words or phrases describe your present pay? In the blank beside each word below, write

- Y for "YES" if it describes your pay
 N for "NO" if it does NOT describe it
 ? if you cannot decide

PRESENT PAY

- Income adequate for normal expenses
 Fair
 Barely live on income
 Bad
 Income provides luxuries
 Insecure
 Less than I deserve
 Well paid
 Underpaid

Subsection III: Think of the opportunities for promotion that you have now. How well does each of the following words or phrases describe these? In the blank beside each word below, write

- Y For "YES" if it describes your opportunities for promotion
 N For "NO" if it does NOT describe them
 ? If you cannot decide

OPPORTUNITIES FOR PROMOTION

- Good opportunities for promotion
 Opportunities somewhat limited
 Promotion on ability
 Dead-end job
 Good chance for promotion
 Unfair promotion policy
 Frequent promotions
 Regular promotions
 Fairly good chance for promotion

Subsection IV: Think of the kind of supervision that you get on your job. How well does each of the following words or phrases describe this? In the blank beside each word below, write

- Y for "YES" if it describes the supervision you get on your job
N for "NO" it does NOT describe it
? it you cannot decide

SUPERVISION

- Asks my advice
- Hard to please
- Impolite
- Praises good work
- Tactful
- Influential
- Up-to-date
- Doesn't supervise enough
- Has favorites
- Tells me where I stand
- Annoying
- Stubborn
- Knows job well
- Bad
- Intelligent
- Poor planner
- Around when needed
- Lazy

Subsection V: Think of the majority of the people that you work with now or the people you meet in connection with your work. How well does each of the following words or phrases describe these people? In the blank beside each word below, write

- Y for "YES" if it describes the people you work with
N for "N" if it does NOT describe them
? If you cannot decide

COWORKERS

- Stimulating
- Boring
- Slow

_____ Helpful
 _____ Stupid
 _____ Responsible
 _____ Fast
 _____ Intelligent
 _____ Easy to make enemies
 _____ Talk too much
 _____ Smart
 _____ Lazy
 _____ Unpleasant
 _____ Gossipy
 _____ Active
 _____ Narrow interests
 _____ Loyal
 _____ Stubborn

Subsection VI: Think of your job in general. All in all, what is it like most of the time? In the blank beside each word, write

___Y___ For "YES" if it describes your job
 ___N___ For "NO" if it does NOT describe it
 ___?___ If you cannot decide

JOB IN GENERAL

_____ Pleasant
 _____ Bad
 _____ Ideal
 _____ Waste of time
 _____ Good
 _____ Undesirable
 _____ Worthwhile
 _____ Worse than most
 _____ Acceptable
 _____ Superior
 _____ Better than most

- _____ Disagreeable
- _____ Makes me content
- _____ Inadequate
- _____ Excellent
- _____ Rotten
- _____ Enjoyable
- _____ Poor

SECTION III.

Instructions:

This section is divided into two (2) subsections which contain statements about work situations and individual habits. Be sure to respond to all of the statements for each section.

For each statement, write in the number which best fits you best.

Write in "1" if the statement is RARELY or NEVER TRUE

Write in "2" if the statement is OCCASIONALLY TRUE

Write in "3" if the statement is OFTEN TRUE

Write in "4" if the statement is USUALLY TRUE

Write in "5" if the statement is TRUE MOST OF THE TIME

For example, if you believe that a statement is often true about you, you would write in the number "3" in the blank next to the statement.

Be sure to rate ALL of the statements for each section and do not spend a great deal of time on any one statement.

Subsection I.

1. _____ At work I am expected to do many different tasks in too little time.
2. _____ I feel that my job responsibilities are increasing.
3. _____ I am expected to perform tasks on my job for which I have never been trained.
4. _____ I have to take work home with me.
5. _____ I have the resources I need to get my job done.
6. _____ I feel competent in what I do.
7. _____ I work under tight time deadlines.

Write in "1" if the statement is BARELY OR NEVER TRUE

Write in "2" if the statement is OCCASIONALLY TRUE

Write in "3" if the statement is OFTEN TRUE

Write in "4" if the statement is USUALLY TRUE

Write in "5" if the statement is TRUE MOST OF THE TIME

8. _____ I wish that I had more help to deal with the demands placed upon me at work.
9. _____ My job requires me to work in several equally important areas at once.
10. _____ I am expected to do more work than is reasonable.
11. _____ I feel that my career is progressing about as I hoped it would.
12. _____ I feel that my job fits my skills and interests.
13. _____ I am bored with my job.
14. _____ I feel I have enough responsibility on my job.
15. _____ I feel my talents are being used on my job.
16. _____ I feel my job has a good future.
17. _____ I am able to satisfy my needs for success and recognition in my job.
18. _____ I feel overqualified for my job.
19. _____ I learn new skills in my work.
20. _____ I have to perform tasks that are beneath my ability.
21. _____ My supervisor provides me with useful feedback about my performance.
22. _____ It is clear to me what I have to do to get ahead.
23. _____ I am uncertain what I am supposed to accomplish in my work.
24. _____ When faced with several tasks I know which should be done first.
25. _____ I know where to begin a new project when it is assigned to me.
26. _____ My supervisor asks for one thing, but really wants another.
27. _____ I understand what is acceptable personal behavior on my job (e.g., dress, interpersonal relations, etc.)
28. _____ The priorities on my job are clear to me.
29. _____ I have a clear understanding of how my boss wants me to spend my time.
30. _____ I know the basis on which I am evaluated.
31. _____ I feel conflict on what my employer expects me to do and what I think is right or proper.

Write in "1" if the statement is RARELY OR NEVER TRUE

Write in "2" if the statement is OCCASIONALLY TRUE

Write in "3" if the statement is OFTEN TRUE

Write in "4" if the statement is USUALLY TRUE

Write in "5" if the statement is TRUE MOST OF THE TIME

32. _____ I feel caught between factions at work.
33. _____ I have more than one person telling me what to do.
34. _____ I feel I have a stake in the success of my employer (or enterprise).
35. _____ I feel good about the work I do.
36. _____ My supervisors have conflicting ideas about what I should be doing.
37. _____ I am proud of what I do for a living.
38. _____ It is clear who really runs things where I work.
39. _____ I have divided loyalties on my job.
40. _____ The work I do has as much payoff for me as for my employer.
41. _____ I feel I deal with more people during the day than I prefer.
42. _____ I spend time concerned with the problems others at work bring to me.
43. _____ I am responsible for the welfare of subordinates.
44. _____ People on the job look to me for leadership.
45. _____ I have on the job responsibility for the activities of others.
46. _____ I worry about whether the people who work for/with me will get things done properly.
47. _____ People who work for/with me are really hard to deal with.
48. _____ If I make a mistake in my work, the consequences for others can be pretty bad.
49. _____ My job demands that I handle an angry public.
50. _____ I like the people I work with.
51. _____ On my job I am exposed to high levels of noise.
52. _____ On my job I am exposed to high levels of wetness.
53. _____ On my job I am exposed to high levels of dust.

Write in "1" if the statement is BARELY OR NEVER TRUE

Write in "2" if the statement is OCCASSIONALLY TRUE

Write in "3" if the statement is OFTEN TRUE

Write in "4" if the statement is USUALLY TRUE

Write in "5" if the statement is TRUE MOST OF THE TIME

54. _____ On my job I am exposed to high temperatures.
55. _____ On my job I am exposed to bright light.
56. _____ On my job I am exposed to low temperatures.
57. _____ I have an erratic work schedule.
58. _____ On my job I am exposed to personal isolation.
59. _____ On my job I am exposed to unpleasant odors.
60. _____ On my job I am exposed to poisonous substances

Subsection II.

1. _____ I don't seem to be able to get much done at work.
2. _____ I dread going to work, lately.
3. _____ I am bored with my work.
4. _____ I find myself getting behind in my work, lately.
5. _____ I have accidents on the job of late.
6. _____ The quality of my work is good.
7. _____ Recently, I have been absent from work.
8. _____ I find my work interesting and/or exciting.
9. _____ I can concentrate on the things I need to at work.
10. _____ I make errors or mistakes in my work.
11. _____ Lately, I am easily irritated.
12. _____ Lately, I have been depressed.
13. _____ Lately, I have been feeling anxious.
14. _____ I have been happy, lately.
15. _____ So many thoughts run through my head at night that I have trouble falling asleep.
16. _____ Lately, I respond badly in situations that normally wouldn't bother me.
17. _____ I find myself complaining about little things.
18. _____ Lately, I have been worrying.
19. _____ I have a good sense of humor.

Write in "1" if the statement is RARELY OR NEVER TRUE

Write in "2" if the statement is OCCASIONALLY TRUE

Write in "3" if the statement is OFTEN TRUE

Write in "4" if the statement is USUALLY TRUE

Write in "5" if the statement is TRUE MOST OF THE TIME

20. ____ Things are going about as they should.
21. ____ I wish I had more time to spend with close friends.
22. ____ I quarrel with my spouse.
23. ____ I quarrel with friends.
24. ____ My spouse and I are happy together.
25. ____ Lately, I do things by myself instead of with other people.
26. ____ I quarrel with members of the family.
27. ____ Lately, my relationships with people are good.
28. ____ I find that I need time to myself to work out my problems.
29. ____ I wish I had more time to spend by myself.
30. ____ I have been withdrawing from people lately.
31. ____ I have unplanned weight gains.
32. ____ My eating habits are erratic.
33. ____ I find myself drinking a lot lately.
34. ____ Lately, I have been tired.
35. ____ I have been feeling tense.
36. ____ I have trouble falling or staying asleep.
37. ____ I have aches and pains I cannot explain.
38. ____ I eat the wrong foods.
39. ____ I feel apathetic.
40. ____ I feel lethargic.

SECTION IV.

Instructions:

In answering the next set of questions, I want you to think about your current relationship with friends, family members, coworkers, community members, and so on. Please tell me to what extent you agree that each statement describes your current relationships with other people. Use the following scale to give me your opinion:

<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>
1	2	3	4

So, for example, if you feel a statement is very true of your current relationships, you would tell me "strongly agree" (4). If you feel a statement clearly does not describe your relationships, you would respond "strongly disagree" (1).

If you would, please answer the following statements:

<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>
1	2	3	4

1. _____ There are people I can depend on to help me if I really need it.
2. _____ I feel that I do not have close personal relationships with other people.
3. _____ There is no one I can turn to for guidance in times of stress.
4. _____ There are people who depend upon me for help.
5. _____ There are people who enjoy the same social activities I do.
6. _____ Other people do not view me as competent.
7. _____ I feel personally responsible for the well-being of another person.
8. _____ I feel part of a group of people who share my attitudes and beliefs.
9. _____ I do not think other people respect my skills and abilities.
10. _____ If something went wrong, no one would come to my assistance.
11. _____ I have close relationships that provide me with a sense of emotional security and well-being.
12. _____ There is someone I could talk to about important decisions in my life.
13. _____ I have relationships where my competence and skill are recognized.
14. _____ There is no one who shares my interests and concerns.
15. _____ There is no one who really relies on me for their well-being.

Strongly Disagree Disagree Agree Strongly Agree
 1 2 3 4

16. _____ There is a trustworthy person I could turn to for advise if I were having problems.
17. _____ I feel a strong emotional bond with at least one other person.
18. _____ There is no one I can depend on for aid if I really need it.
19. _____ There is no one I feel comfortable talking about problems with.
20. _____ There are people who admire my talents and abilities.
21. _____ I lack a feeling of intimacy with another person.
22. _____ There is no one who likes to do the things I do.
23. _____ There are people I can count on in an emergency.
24. _____ No one needs me to care for them.

SECTION V.

Instructions

This part of the questionnaire is to find out the way in which certain important events in our society affect different people. Each item consists of a pair of alternatives lettered "a" or "b". Please select the one statement of each pair (and only one) which you more strongly believe to be the case as far as you're concerned. Be sure to select the one that you actually believe to be more true rather than the one you think you should choose or the one you would like to be true. This is a measure of belief; obviously there are no right or wrong answers.

Please answer these items carefully but do not spend too much time on any one item. Be sure to find an answer for every choice. For each numbered question make an "X" on the line beside either the "a" or "b", whichever you choose as the statement most true.

In some instances you may discover that you believe both statements or neither one. In such cases, be sure to select the one you more strongly believe to be the case as far as you're concerned. Also try to respond to each item independently when making your choice; do not be influenced by your previous choices.

Remember to select which alternative you personally believe to be more true.

I more strongly believe that:

1. _____ a. Children get into trouble because their parents punish them too much.
- _____ b. The trouble with most children nowadays is that their parents are too easy with them.
2. _____ a. Many of the unhappy things in people's lives are partly due to bad luck.
- _____ b. People's misfortunes result from the mistakes they make.

Strongly Disagree Disagree Agree Strongly Agree
 1 2 3 4

I more strongly believe that:

3. ____ a. One of the major reasons why we have wars is because people don't take enough interest in politics.
 ____ b. There will always be wars, no matter how hard people try to prevent them.
4. ____ a. In the long run people get the respect they deserve in this world.
 ____ b. Unfortunately, an individual's worth often passes unrecognized no matter how hard he tries.
5. ____ a. The idea that teachers are unfair to students is nonsense.
 ____ b. Most student's don't realize the extent to which their grades are influenced by accidental happenings.
6. ____ a. Without the right breaks one cannot be an effective leader.
 ____ b. Capable people who fail to become leaders have not taken advantage of their opportunities.
7. ____ a. No matter how hard you try some people just don't like you.
 ____ b. People who can't get others to like them don't understand how to get along with others.
8. ____ a. Heredity plays a major role in determining one's personality.
 ____ b. It is one's experiences in life which determine what they're like.
9. ____ a. I have often found that what is going to happen will happen.
 ____ b. Trusting to fate has never turned out as well for me as making a decision to take a definite course of action.
10. ____ a. In the case of the well prepared student there is rarely if ever such a thing as an unfair test.
 ____ b. Many times exam questions tend to be unrelated to course work that studying is really useless.
11. ____ a. Becoming a success is a matter of hard work, luck has little or nothing to do with it.
 ____ b. Getting a good job depends mainly on being in the right place at the right time.

I more strongly believe that:

12. ____ a. The average citizen can have influence in government decisions.
 ____ b. This world is run by the few people in power, and there is not much the little guy can do about it.
13. ____ a. When I make plans, I am almost certain that I can make them work.
 ____ b. It is not always wise to plan too far ahead because many things turn out to be a matter of good or bad fortune anyhow.
14. ____ a. There are certain people who are just no good.
 ____ b. There is some good in everybody.
15. ____ a. In my case getting what I want has little or nothing to do with luck.
 ____ b. Many times we might just as well decide what to do by flipping a coin.
16. ____ a. Who gets to be the boss often depends on who was lucky enough to be in the right place first.
 ____ b. Getting people to do the right thing depends upon ability; luck has little or nothing to do with it.
17. ____ a. As far as world affairs are concerned, most of us are the victims of forces we can neither understand, nor control.
 ____ b. By taking an active part in political and social affairs the people can control world events.
18. ____ a. Most people can't realize the extent to which their lives are controlled by accidental happenings.
 ____ b. There is really no such thing as luck.
19. ____ a. One should always be willing to admit his mistakes.
 ____ b. It is usually best to cover up one's mistakes.
20. ____ a. It is hard to know whether or not a person really likes you.
 ____ b. How many friends you have depends upon how nice a person you are.
21. ____ a. In the long run the bad things that happen to us are balanced by the good ones.
 ____ b. Most misfortunes are the result of lack of ability, ignorance, laziness, or all three.

I more strongly believe that:

22. ____ a. With enough effort we can wipe out political corruption.
 ____ b. It is difficult for people to have much control over the things politicians do in office.
23. ____ a. Sometimes I can't understand how teachers arrive at the grades they give.
 ____ b. There is a direct connection between how hard I study and the grades I get.
24. ____ a. A good leader expects people to decide for themselves what they should do.
 ____ b. A good leader makes it clear what their jobs are.
25. ____ a. Many times I feel that I have little influence over the things that happen to me.
 ____ b. It is impossible for me to believe that chance or luck plays an important role in my life.
26. ____ a. People are lonely because they don't try to be friendly.
 ____ b. There's not much use in trying too hard to please people, if they like you, they like you.
27. ____ a. There is too much emphasis on athletics in high school.
 ____ b. Team sports are an excellent way to build character.
28. ____ a. What happens to me is my own doing.
 ____ b. Sometimes I feel that I don't have enough control over the direction my life is taking.
29. ____ a. Most of the time I can't understand why politicians behave the way they do.
 ____ b. In the long run the people are responsible for bad government on a national as well as on a local level.

APPENDIX C
Letter to Supervisors

Dear

In reference to our telephone conversation on (), I would like to thank you for participating in my dissertation research project on "Police Dispatcher Stress". There is a great need for research in this area, as dispatchers are the vital link between the officers and the citizens.

Let me assure you that the responses provided by your personnel will be ANONYMOUS. The enclosed surveys are coded so that ONLY the department from which it came can be identified, NOT the person filling out the survey sheet. The survey, itself, will only take 45 minutes to complete. In order to obtain accurate data information, it is recommended that the survey be completed on the premises (not to be taken home).

Upon their completion, simply place all of the sealed surveys and forms in the enclosed self-addressed envelope. The sooner the forms are completed and returned, the sooner I can tabulate the results. If you would like to know the results of this survey, simply sign the bottom of this form and return it with the survey packet.

If you should have any questions or concerns, please do not hesitate to call me at:

Once again, thank you for your cooperation!

Sincerely,

Tod W. Burke

(Signature - only if you wish to know the results of this study)

LETTER TO PARTICIPANTS

Dear Participant:

I would like to take this opportunity to thank you for participating in this survey. I am doing this research project for my dissertation. This study will examine the stress experienced in your job. My goal is to locate the sources of stress and to find ways to reduce that stress. To better understand stress, questions concerning your personality, as well as job related factors will be asked.

You will notice that each survey form is coded with a number. This code refers only to your agency as it relates to geographical area (rural, urban, or suburban). Let me assure you that your responses are strictly ANONYMOUS.

Upon completion of this survey, place the survey in the envelope provided and seal it shut. Return the sealed envelope to (). If you should have any questions or concerns, please notify (), so that he/she may contact me directly. Once again, thank you for participating in this important project.

APPENDIX DPEARSON CORRELATION COEFFICIENTSLOCUS OF CONTROL

	LOCIE
MBIPA	-.3765 (.87) P= .000
MBIEE	.3343 (.87) P= .001
MBIDEP	.3044 (.87) P= .002
ORQRO	.0151 (.87) P= .445
ORQRI	.2450 (.87) P= .011
ORQRA	.2133 (.87) P= .024
ORQRE	.2522 (.87) P= .015
ORQRF	-.0110 (.87) P= .460
ORQRF	.3297 (.87) P= .001
PSQVS	.3917 (.87) P= .000
PSQPSY	.4430 (.87) P= .000
PSQIS	.3766 (.87) P= .000
PSGFHS	.4153 (.87) P= .000

PEARSON CORRELATION COEFFICIENTSJOB SATISFACTION

	JDIPJ	JDIPP	JDIOF	JDISPJ	JDIPPJ	JDIIJC
MBIPA	.3546 (.87) P=.000	.1189 (.87) P=.136	.2285 (.87) P=.017	.0670 (.87) P=.269	.1683 (.87) P=.060	.3680 (.87) P=.000
MBIEE	-.6409 (.87) P=.000	-.2619 (.87) P=.007	-.1481 (.87) P=.085	-.4057 (.87) P=.000	-.3840 (.87) P=.000	-.5978 (.87) P=.000
MBIDEP	-.5352 (.87) P=.000	-.1755 (.87) P=.052	-.2108 (.87) P=.023	-.2521 (.87) P=.009	-.3788 (.87) P=.000	-.5002 (.87) P=.000
ORGRD	-.3022 (.87) P=.002	-.1389 (.87) P=.100	-.2449 (.87) P=.011	-.1742 (.87) P=.053	-.2154 (.87) P=.023	-.2598 (.87) P=.008
ORGRI	-.6054 (.87) P=.000	-.2722 (.87) P=.005	-.4391 (.87) P=.000	-.3894 (.87) P=.000	-.3535 (.87) P=.000	-.5694 (.87) P=.000
ORGRA	-.2962 (.87) P=.003	-.0548 (.87) P=.307	-.2150 (.87) P=.023	-.5044 (.87) P=.000	-.2804 (.87) P=.004	-.3318 (.87) P=.001
ORGRB	-.5589 (.87) P=.000	-.2118 (.87) P=.024	-.3560 (.87) P=.000	-.5732 (.87) P=.000	-.4492 (.87) P=.000	-.5330 (.87) P=.000
ORQR	-.1676 (.87) P=.060	.0226 (.87) P=.418	.0172 (.87) P=.437	-.1280 (.87) P=.119	-.2226 (.87) P=.019	-.2696 (.87) P=.006
ORQPE	-.3909 (.87) P=.000	-.2545 (.87) P=.009	-.2776 (.87) P=.005	-.2849 (.87) P=.004	-.3039 (.87) P=.002	-.3593 (.87) P=.000
PSQVS	-.6573 (.87) P=.000	-.1756 (.87) P=.052	-.1653 (.87) P=.063	-.3467 (.87) P=.001	-.3658 (.87) P=.000	-.5926 (.87) P=.000
PSQPSY	-.6165 (.87) P=.000	-.2115 (.87) P=.025	-.1601 (.87) P=.069	-.2689 (.87) P=.006	-.4795 (.87) P=.000	-.5410 (.87) P=.000
PSQIS	-.3860 (.87) P=.000	-.2993 (.87) P=.002	-.1388 (.87) P=.100	-.3155 (.87) P=.001	-.3469 (.87) P=.000	-.4807 (.87) P=.000
PSQPHS	-.4980 (.87) P=.000	-.2405 (.87) P=.012	-.1714 (.87) P=.056	-.2360 (.87) P=.014	-.3101 (.87) P=.002	-.4132 (.87) P=.000

PEARSON CORRELATION COEFFICIENTSSOCIAL SUPPORT

	SPSA	SPSSI	SPSKOW	SPSRAL	SPSC	SPSOFN
MBIPA	.2165 (.87) P=.022	.2065 (.87) P=.027	.4462 (.87) P=.000	.2417 (.87) P=.012	.3024 (.87) P=.002	.3352 (.87) P=.001
MBIEE	-.3489 (.87) P=.000	-.1714 (.87) P=.056	-.4513 (.87) P=.000	-.2536 (.87) P=.008	-.3871 (.87) P=.000	-.0900 (.87) P=.204
MBIDEP	-.2672 (.87) P=.006	-.0507 (.87) P=.320	-.2698 (.87) P=.006	-.1804 (.87) P=.047	-.2115 (.87) P=.025	-.0278 (.87) P=.399
ORQRO	-.0622 (.87) P=.283	.1151 (.87) P=.144	-.2074 (.87) P=.027	-.0541 (.87) P=.309	-.2816 (.87) P=.004	.0922 (.87) P=.198
ORQRI	-.3980 (.87) P=.000	-.1615 (.87) P=.067	-.3368 (.87) P=.001	-.3378 (.87) P=.001	-.4067 (.87) P=.000	-.0567 (.87) P=.301
ORQRA	-.4042 (.87) P=.000	-.2957 (.87) P=.003	-.4862 (.87) P=.000	-.3444 (.87) P=.001	-.4615 (.87) P=.000	-.1218 (.87) P=.131
ORQRB	-.2920 (.87) P=.003	-.1121 (.87) P=.151	-.3822 (.87) P=.000	-.2176 (.87) P=.021	-.3083 (.87) P=.002	-.0125 (.87) P=.454
ORQR	.0039 (.87) P=.486	.1920 (.87) P=.037	-.0897 (.87) P=.204	.0357 (.87) P=.372	-.1512 (.87) P=.031	.1565 (.87) P=.074
ORQPE	-.2716 (.87) P=.005	-.0321 (.87) P=.384	-.3264 (.87) P=.001	-.1133 (.87) P=.148	-.3620 (.87) P=.000	.0594 (.87) P=.292
PSQVS	-.4075 (.87) P=.000	-.2493 (.87) P=.010	-.5238 (.87) P=.000	-.2886 (.87) P=.003	-.4925 (.87) P=.000	-.1085 (.87) P=.158
PSQPSY	-.4689 (.87) P=.000	-.2087 (.87) P=.026	-.5365 (.87) P=.000	-.2606 (.87) P=.007	-.5197 (.87) P=.000	-.1810 (.87) P=.047
PSQIS	-.3664 (.87) P=.000	-.1690 (.87) P=.059	-.3812 (.87) P=.000	-.1831 (.87) P=.045	-.3772 (.87) P=.000	-.1199 (.87) P=.134
PSQPHS	-.4117 (.87) P=.000	-.2062 (.87) P=.028	-.5182 (.87) P=.000	-.2289 (.87) P=.016	-.4969 (.87) P=.000	-.2266 (.87) P=.017

APPENDIX GANALYSIS OF VARIANCE AND DUNCAN PROCEDURE

ANALYSIS OF VARIANCE AND DUNCAN PROCEDURE

NEWAY

Variable MBIPA By Variable DISP	M B I Personal Accomplishment Score Type of dispatcher						
ANALYSIS OF VARIANCE							
SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.		
BETWEEN GROUPS	3	853.1859	284.3953	4.0519	.0078		
WITHIN GROUPS	250	17546.8613	70.1874				
TOTAL	253	18400.0472					
ANALYSIS OF VARIANCE							
GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCT CONF INT FOR MEAN
Police	87	32.2874	8.8303	.9467	.0000	48.0000	30.4054 TO 34.1694
Fire/Amb	52	35.5769	7.2202	1.0013	15.0000	49.0000	33.5668 TO 37.5870
Both	64	35.7500	7.5024	.9378	12.0000	48.0000	33.8760 TO 37.6240
Clerk	51	31.5882	9.6295	1.3484	8.0000	47.0000	28.8799 TO 34.2966
TOTAL	254	33.6929	8.5280	.5351	.0000	49.0000	32.6391 TO 34.7467
FIXED EFFECTS MODEL		8.3778		.5257			32.6576 TO 34.7282
RANDOM EFFECTS MODEL				1.0860			30.2369 TO 37.1489
RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE					3.4330		

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variates) = .3322, P = .083 (Approx.)

Bartlett-Box F = 2.019, P = .109

Maximum Variance / Minimum Variance 1.779

----- O N E N A Y -----

Variable MBIEE H B I Emotional Exhaustion Score
By Variable DISP Type of dispatcher

ANALYSIS OF VARIANCE

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.
BETWEEN GROUPS	3	965.8577	321.9526	1.9047	.1293
WITHIN GROUPS	250	42257.1698	169.0287		
TOTAL	253	43223.0276			

GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCT CONF INT FOR MEAN
Police	87	20.4943	13.1881	1.4139	.0000	48.0600	17.6835 TO 23.3050
Fire/Amb	52	17.4231	12.4449	1.7258	.0000	43.0600	13.9584 TO 20.8878
Both	64	20.1875	12.9662	1.6208	.0000	47.0000	16.9486 TO 23.4264
Clerk -	51	15.6863	13.2733	1.8586	.0000	50.0000	11.9531 TO 19.4194
TOTAL	254	18.8228	13.0707	.8201	.0000	50.0000	17.2077 TO 20.4390
FIXED EFFECTS MODEL							
				.8158			17.2162 TO 20.4295
RANDOM EFFECTS MODEL							
				1.1446			15.1802 TO 22.4654
RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE					2.4508		

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variance) = .2617, P = 1.000 (Approx.)
Bartlett-Box F = .089, P = .966
Maximum Variance / Minimum Variance 1.138

----- ONE WAY -----

Variable MBIFA H B I Personal Accomplishment Score
By Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH $MEAN(I) - MEAN(J)$ IS...
5.9240 * RANGE * $DSORT(1/N(I) + 1/N(J))$

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

Mean	Group	CFBK
31.5882	Clerk -	1 0 1 0
32.2874	Police	0 1 1 1
35.5769	Fire/Amb	1 1 0 0
35.7500	Both	0 0 1 1

..... O N E W A Y

Variable	MEIEE	M B I Emotional Exhaustion Score
By Variable	DISP	Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79	2.93	3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH $\text{MEAN}(J) - \text{MEAN}(I)$ IS..
9.1932 * RANGE * $\text{DSORT}(1/N(I)) + 1/N(J)$
NO TWO GROUPS ARE SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

Variable MBIDEP		M B I Depersonalization Score			
By Variable DISP		Type of dispatcher			
ANALYSIS OF VARIANCE					
SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.
BETWEEN GROUPS	3	811.2172	270.4057	4.6155	.0037
WITHIN GROUPS	250	14646.6450	58.5866		
TOTAL	253	15457.8622			
GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	
Police	87	11.8621	7.9360	.8508	
Fire/Am	52	11.6538	7.5196	1.0428	
Both	64	11.9219	7.4286	.9286	
Clerk -	51	7.3725	7.5762	1.0609	
TOTAL	254	10.9331	7.8165	.4905	
FIXED EFFECTS MODEL					
					7.6542
RANDOM EFFECTS MODEL					
					1.0600
RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE					3.3947
					95 PCT CONF INT FOR MEAN
					MINIMUM
					MAXIMUM
					10.1707 TO
					13.5535
					9.5604 TO
					13.7473
					10.0663 TO
					13.7775
					5.2417 TO
					9.5034
					9.9672 TO
					11.8990
					9.9872 TO
					11.8790
					7.5597 TO
					14.3064
Tests for Homogeneity of Variances					
Cochran's C = Max. Variance/Sum(Variance) = .2713, P = 1.000 (Approx.)					
Bartlett-Box F = .127, P = .944					
Maximum Variance / Minimum Variance 1.141					

----- D E M A Y -----

Variable MBIDEP H B I Depersonalization Score
By Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH $\text{MEAN}(J) - \text{MEAN}(I)$ IS..
 $5.4123 * \text{RANGE} * \text{DSQRT}(1/N(I) + 1/N(J))$

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

Mean	Group	C F P B
7.3725	Clerk -	l i o
11.6538	Fire/Amb *	e r l t
11.8621	Police *	r e l h
11.9219	Both *	k / c
		A e
		- m b

----- O N E W A Y -----

Variable ORORO O R O Role Overload Score
By Variable DISP Type of dispatcher

ANALYSIS OF VARIANCE

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.
BETWEEN GROUPS	3	1040.8159	346.9386	5.4547	.0012
WITHIN GROUPS	250	15900.9007	63.6036		
TOTAL	253	16941.7165			

GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCT CONF INT FOR MEAN
Police	87	26.6782	8.3853	.8990	11.0000	62.0000	24.8910 TO 28.4653
Fire/Amb	52	23.1154	7.2373	1.0036	9.0000	43.0000	21.1005 TO 25.1303
Both	64	25.5469	8.3322	1.0415	10.0000	44.0000	23.4655 TO 27.6282
Clerk -	51	21.4902	7.4950	1.0495	11.0000	39.0000	19.3822 TO 23.5982
TOTAL	254	24.6220	8.1831	.5135	9.0000	62.0000	23.6109 TO 25.6332

FIXED EFFECTS MODEL

7.9752

.5004

RANDOM EFFECTS MODEL

1.2020

RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE 4.5409

Tests for Homogeneity of Variances

Cochran's C = Max. Variance/Sum(Variances) = .2832, P = .769 (Approx.)
Bartlett-Box F = .652, P = .582
Maximum Variance / Minimum Variance 1.342

----- O N E W A Y -----

Variable DRGRD O R O Role Overload Score
By Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH $\text{MEAN}(J) - \text{MEAN}(I) / \text{IS} \dots$
 $5.6393 * \text{RANGE} * \text{DSORT}(1/N(I) + 1/N(J))$

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

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Mean	Group
21.4902	Clerk -
23.1154	Fire/Amb
25.5469	Both
26.6782	Police

Tests for Homogeneity of Variances

Cochran's C = Max. Variance/Sum(Variances) = .2957, $\chi^2 = .180$ (df=3)
 Bartlett-Box F = 1.026, $F = .380$
 Maximum Variance / Minimum Variance 1.447

----- O N E W A Y -----

Variable ORGT O R O Role Insufficiency Score
By Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.

THE VALUE ACTUALLY COMPARED WITH $MEAN(J) - MEAN(I)$ IS...

5.8003 * RANGE * $DSORT(1/N(1) + 1/N(J))$

- NO TWO GROUPS ARE SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

Variable By Variable	ORORA DISP	O R Q Role Ambiguity Score Type of dispatcher				O N E W A Y			
ANALYSIS OF VARIANCE									
SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.				
BETWEEN GROUPS	3	194.4946	64.8315	1.6683	.1743				
WITHIN GROUPS	250	9715.0842	38.8603						
TOTAL	253	9909.5787							
GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCT CONF INT FOR MEAN		
Police	87	19.0000	6.7686	.7257	10.0000	50.0000	17.5574 TO	20.4426	
Fire/Amb	52	18.0962	5.6195	.7793	10.0000	37.0000	16.5317 TO	19.6606	
Both	64	20.4628	5.9281	.7410	10.0000	43.0000	18.9880 TO	21.9495	
Clerk	51	18.4510	6.2460	.8746	10.0000	37.0000	16.6943 TO	20.2077	
TOTAL	254	19.0748	6.2585	.3927	10.0000	50.0000	18.3014 TO	19.8482	
FIXED EFFECTS MODEL			6.2338	.3911			18.3044 TO	19.8452	
RANDOM EFFECTS MODEL				.5123			17.4444 TO	20.7052	
RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE						0.4162			
Tests for Homogeneity of Variances									
Cochran's C = Max. Variance/Sum(Variance) = .3023, P = .365 (Approx.)									
Bartlett-Box F = .849, P = .467									
Maximum Variance / Minimum Variance 1.451									

----- D N E W A Y -----

Variable DRGRA D R Q Role Ambiguity Score
By Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH $\text{MEAN}(J) - \text{MEAN}(I)$ IS..
 $4.4080 * \text{RANGE} * \text{DSORT}(1/N(I) + 1/N(J))$
- NO TWO GROUPS ARE SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

----- D N E W A Y -----

Variable ORGRB O R G Role Boundary Score
By Variable DISP Type of dispatcher

ANALYSIS OF VARIANCE

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.
BETWEEN GROUPS	3	589.7113	196.5704	3.3581	.0195
WITHIN GROUPS	250	14634.0367	58.5361		
TOTAL	253	15223.7480			

GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCT CONF INT FOR MEAN
Police	87	25.1494	7.9351	.8507	12.0000	50.0000	23.4582 TO 26.8406
Fire/Amb	52	22.8654	8.4969	1.1793	10.0000	49.0000	20.4998 TO 25.2309
Both	64	25.3750	7.8407	.9801	10.0000	46.0000	23.4165 TO 27.3335
Clerk -	51	21.6275	5.7687	.8078	11.0000	37.0000	20.0050 TO 23.2499
TOTAL	254	24.0315	7.7571	.4867	10.0000	50.0000	23.0729 TO 24.9900

FIXED EFFECTS MODEL

RANDOM EFFECTS MODEL

RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE 2.2122

Tests for Homogeneity of Variances:

Cochrans C = Max. Variance/Sum(Variances) = .3140, P = .214 (Approx.)
Bartlett-Box F = 2.707, P = .044
Maximum Variance / Minimum Variance 2.169

----- ONE WAY -----

Variable ORGRD O K Role Boundary Score
by Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH MEAN(J)-MEAN(I) IS..
 $5.4100 * \text{RANGE} * \text{DSRT}(1/N(I) + 1/N(J))$

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

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Mean	Group
21.6275	Clerk -
22.8654	Fire/Amb
25.1494	Police
25.3750	Both

Variable		ORQR		O R Q Responsibility Score		NEWAY	
By Variable		DISP		Type of dispatcher			
ANALYSIS OF VARIANCE							
SOURCE		D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.	
BETWEEN GROUPS		3	2096.4804	698.8268	13.7191	.0000	
WITHIN GROUPS		250	12734.5315	50.9381			
TOTAL		253	14831.0118				

GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCI CONF INT FOR MEAN
Police	87	26.1494	7.3714	.7903	13.0000	44.0000	24.5784 TO 27.7205
Fire/Alab	52	24.9423	6.6463	.9217	10.0000	45.0000	23.0920 TO 26.7926
Both	64	27.3750	7.2670	.9084	14.0000	42.0000	25.5598 TO 29.1902
Clerk -	51	19.3529	7.0451	.9865	10.0000	40.0000	17.3715 TO 21.3344
TOTAL	254	24.8465	7.6564	.4804	10.0000	45.0000	23.9004 TO 25.7926

FIXED EFFECTS MODEL		7.1371	.4478	23.9645 TO 25.7284
RANDOM EFFECTS MODEL		1.7122		
RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE		10.3834		
RANDOM EFFECTS MODEL - ESTIMATE OF WITHIN COMPONENT VARIANCE		19.3974 TO 30.2955		

Tests for Homogeneity of Variances

Cochran's C = Max. Variance/Sum(Variance) = .2704, P = 1.000 (Approx.)
Bartlett-Box F = .244, P = .866
Maximum Variance / Minimum Variance 1.230

..... O N E W A Y

Variable ORGR Q R Q Responsibility Score
By Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH $\text{MEAN}(J) - \text{MEAN}(I) / \text{SQRT}(1/N(I) + 1/N(J))$ IS...

5.0467 * RANGE * $\text{DSQRT}(1/N(I) + 1/N(J))$

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

Mean	Group	C F P B
19.3529	Clerk -	1 1 0 0
24.9423	Fire/Amb *	0 1 1 1
26.1494	Police *	1 0 1 1
27.3750	Both *	0 1 1 1

----- O N E W A Y -----

Variable DRGE D R Q Physical Environment Score
By Variable DISP Type of dispatcher

ANALYSIS OF VARIANCE

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.
BETWEEN GROUPS	3	1766.4170	588.8057	13.0279	.0000
WITHIN GROUPS	250	11298.9098	45.1956		
TOTAL	253	13065.3268			

GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCI CONF	INT FOR MEAN
Police	87	21.3046	6.9814	.7455	10.0000	43.0000	20.3167 TO	23.2925
Fire/Amb	52	17.0000	6.2056	.8606	10.0000	35.0000	15.2723 TO	18.7277
Both	64	22.0313	7.8719	.9840	10.0000	36.0000	20.0649 TO	23.9976
Clerk	51	16.1176	4.9785	.6971	10.0000	29.0000	14.7174 TO	17.5179
TOTAL	254	19.7362	7.1862	.4559	10.0000	43.0000	18.8482 TO	20.6242
FIXED EFFECTS MODEL			6.7228	.4218			18.9054 TO	20.5670
RANDOM EFFECTS MODEL				1.5715			14.7351 TO	24.7373

RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE 8.7122

Tests for Homogeneity of Variances

Cochran's C = Max. Variance/Sum(Variances) = .3561, F = .019 (Approx.)
Bartlett-Bow F = 3.914, F = .008
Maximum Variance / Minimum Variance 2.500

----- ONE WAY -----

Variable DROPE O R O Physical Environment Score
By Variable DISP type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH MEAN(I) - MEAN(J) IS..
4.7537 * RANGE * DSQRT(1/N(I) + 1/N(J))

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

Mean	Group	CFPB lioc eril rejh k/c Ae -ib
15.1176	Clerk -	
17.0000	Fire/Amb	
21.8046	Police	**
22.0313	Both	**

----- D N E W A Y -----

Variable PSQVS P S R Vocational Strain Score
by Variable DISP Type of dispatcher

ANALYSIS OF VARIANCE

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.
BETWEEN GROUPS	3	36.3143	12.1048	.5009	.6820
WITHIN GROUPS	250	6041.2802	24.1651		
TOTAL	253	6077.5945			

GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCT CONF INT FOR MEAN
Police	87	16.9080	5.0868	.5454	10.0000	41.0000	15.8239 TO 17.9922
Fire/Amb	52	16.1731	5.3274	.7388	8.0000	32.0000	14.6899 TO 17.6562
Both	64	16.3125	4.1361	.5170	10.0000	27.0000	15.2793 TO 17.3457
Clerk	51	15.9412	5.0810	.7115	10.0000	30.0000	14.5121 TO 17.3702
TOTAL	254	16.4134	4.9012	.3075	8.0000	41.0000	15.8077 TO 17.6190
FIXED EFFECTS MODEL							
			4.9158	.3084			15.8059 TO 17.6209
RANDOM EFFECTS MODEL							
				.3084			15.4318 TO 17.3950

WARNING - BETWEEN COMPONENT VARIANCE IS NEGATIVE

IT WAS REPLACED BY 0.0 IN COMPUTING ABOVE RANDOM EFFECTS MEASURES

RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE -0.1933

Tests for Homogeneity of Variances

Cochran's C = Max. Variance/Sum(Variance) = .2920, P = .555 (Approx.)
Bartlett-Begg F = 1.443, P = .227
Maximum Variance / Minimum Variance = 1.59

----- O N E W A Y -----

Variable FSOVS F S R Vocational Strain Score
By Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH $\text{MEAN}(J) - \text{MEAN}(I)$ IS...
 $3.4760 \pm \text{RANGE} \cdot \text{DSORT}(I/N(I)) + 1/N(J)$
- NO TWO GROUPS ARE SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

----- C N E W A Y -----

Variable PSQPSY F S R Psychological Strain Score
By Variable DISP Type of dispatcher

ANALYSIS OF VARIANCE

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.
BETWEEN GROUPS	3	298.5483	99.5161	1.3052	.2733
WITHIN GROUPS	250	19061.8926	76.2476		
TOTAL	253	19360.4409			

GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCT CONF INT FOR MEAN
Police	87	22.5517	9.5159	1.0202	10.0000	50.0000	20.5236 TO 24.5798
Fire/Amb	52	22.3846	9.4727	1.3136	10.0000	47.0000	19.7474 TO 25.0218
Both	64	21.6406	6.6365	.8296	10.0000	37.0000	19.9828 TO 23.2984
Clerk	51	19.6867	8.8581	1.2404	10.0000	44.0000	17.1753 TO 22.1581
TOTAL	254	21.7027	8.7478	.5489	10.0000	50.0000	20.6277 TO 22.7896
FIXED EFFECTS MODEL			8.7320	.5479			20.6296 TO 22.7877
RANDOM EFFECTS MODEL				.6311			19.7003 TO 23.7170
RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE						0.3729	

Tests for Homogeneity of Variances

Cochran's C = Max. Variance/Sum(Variance) = .2991, F = .419 (Approx.)
Bartlett-Box F = 3.326, F = .019
Maximum Variance / Minimum Variance = 2.056

..... D N E W A Y

Variable PSQFSY F S K Psychological Strain Score
By Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DUNCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.

THE VALUE ACTUALLY COMPARED WITH $MEAN(I) - MEAN(J)$ IS..

$6.1744 * RANGE * DSQR(11/N(1)) + 1/N(I,J))$

- NO TWO GROUPS ARE SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

----- O N E W A Y -----

Variable PSGIS P S R Interpersonal Strain Score
By Variable DISP Type of dispatcher

ANALYSIS OF VARIANCE

SOURCE	D.F.	SUM OF SQUARES	MEAN SQUARES	F RATIO	F PROB.
BETWEEN GROUPS	3	105.1992	35.0664	.7954	.4975
WITHIN GROUPS	250	11022.0646	44.0883		
TOTAL	253	11127.2638			

GROUP	COUNT	MEAN	STANDARD DEVIATION	STANDARD ERROR	MINIMUM	MAXIMUM	95 PCT CONF INT FOR MEAN
Police	87	21.5862	6.5549	.7028	10.0000	46.0000	20.1892 TO 22.9832
Fire/Amb	52	20.7308	7.2440	1.0046	10.0000	43.0000	18.7140 TO 22.7475
Both	64	21.5625	7.1755	.8969	10.0000	38.0000	19.7701 TO 23.3549
Other	51	19.9304	5.3047	.7428	10.0000	29.0000	18.4884 TO 21.4724
TOTAL	254	21.0827	6.6313	.4161	10.0000	46.0000	20.2632 TO 21.9022
FIXED EFFECTS MODEL							
			6.6399	.4166			20.2621 TO 21.9032
RANDOM EFFECTS MODEL							
				.4166			19.7568 TO 22.4085

WARNING - BETWEEN COMPONENT VARIANCE IS NEGATIVE
IT WAS REPLACED BY 0.0 IN COMPUTING ABOVE RANDOM EFFECTS MEASURES

RANDOM EFFECTS MODEL - ESTIMATE OF BETWEEN COMPONENT VARIANCE -0.1446

Tests for Homogeneity of Variances

Cochran's C = Max. Variance/Sum(Variance) = .2997, P = .407 (Approx.)
Bartlett-Box F = 1.990, P = .113
Maximum Variance / Minimum Variance 1.865

..... O N E W A Y

Variable By Variable	PSDIS Disp	P S R Interpersonal Strain Score Type of dispatcher
MULTIPLE RANGE TEST		
DUNCAN PROCEDURE		
RANGES FOR THE 0.050 LEVEL -		
	2.79	2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
 THE VALUE ACTUALLY COMPARED WITH $\text{MEAN}(J) - \text{MEAN}(I)$ IS..
 $4.6951 * \text{RANGE} * \text{DSORT}(1/N(I) + 1/N(J))$
 - NO TWO GROUPS ARE SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

..... ONE WAY

Variable PSOPHS P S R Physical Strain Score
By Variable DISP Type of dispatcher

MULTIPLE RANGE TEST

DURCAN PROCEDURE
RANGES FOR THE 0.050 LEVEL -

2.79 2.93 3.02

THE RANGES ABOVE ARE TABLE RANGES.
THE VALUE ACTUALLY COMPARED WITH $MEAN(i) - MEAN(j)$ IS..
 $5.7248 * RANGE * DSORT(1/N(i) + 1/N(j))$

(*) DENOTES PAIRS OF GROUPS SIGNIFICANTLY DIFFERENT AT THE 0.050 LEVEL

C F B P
1 1 0 0
c r t t
r e h i
k / c
A e
- m
b

Mean	Group
19.5490	Clerk -
21.6538	Fire/Amb
22.3750	Both
23.1579	Police

MEANS AND STANDARD DEVIATIONSFor Police Dispatchers

MBIPA M B I Personal Accomplishment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	1	1.1	1.1	1.1
	3	1	1.1	1.1	2.3
	12	1	1.1	1.1	3.4
	16	1	1.1	1.1	4.6
	18	1	1.1	1.1	5.7
	19	2	2.3	2.3	8.0
	20	1	1.1	1.1	9.2
	21	1	1.1	1.1	10.3
	23	1	1.1	1.1	11.5
	24	1	1.1	1.1	12.6
	25	3	3.4	3.4	16.1
	26	4	4.6	4.6	20.7
	27	4	4.6	4.6	25.3
	28	5	5.7	5.7	31.0
	29	6	6.9	6.9	37.9
	30	2	2.3	2.3	40.2
	31	3	3.4	3.4	43.7
	32	4	4.6	4.6	48.3
	33	5	5.7	5.7	54.0
	34	1	1.1	1.1	55.2
	35	8	9.2	9.2	64.4
	36	2	3.4	3.4	67.8
	37	4	4.6	4.6	72.4
	38	5	5.7	5.7	78.2
	39	1	1.1	1.1	79.3
	40	4	4.6	4.6	83.9
	41	3	3.4	3.4	87.4
	42	1	1.1	1.1	88.5
	43	1	1.1	1.1	89.7
	45	2	2.3	2.3	92.0
	46	5	5.7	5.7	97.7
	47	1	1.1	1.1	98.9
	48	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	32.287	STD DEV	9.930		
VALID CASES	87	MISSING CASES	0		

MBIEE M B I Emotional Exhaustion Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	5	5.7	5.7	5.7
	2	1	1.1	1.1	6.9
	3	2	2.3	2.3	9.2
	5	2	2.3	2.3	11.5
	6	2	2.3	2.3	13.8
	7	3	3.4	3.4	17.2
	8	4	4.6	4.6	21.8
	9	4	4.6	4.6	26.4
	10	3	3.4	3.4	29.9
	11	1	1.1	1.1	31.0
	14	2	2.3	2.3	33.3
	15	6	6.9	6.9	40.2
	16	4	4.6	4.6	44.8
	17	2	2.3	2.3	47.1
	18	5	5.7	5.7	52.9
	19	3	3.4	3.4	56.3
	20	2	2.3	2.3	58.6
	22	2	2.3	2.3	60.9
	23	2	2.3	2.3	63.2
	24	2	2.3	2.3	65.5
	26	1	1.1	1.1	66.7
	27	1	1.1	1.1	67.8
	29	3	3.4	3.4	71.3
	30	2	2.3	2.3	73.6
	31	2	2.3	2.3	75.9
	32	4	4.6	4.6	80.5
	33	1	1.1	1.1	81.6
	35	1	1.1	1.1	82.8
	38	5	5.7	5.7	88.5
	39	1	1.1	1.1	89.7
	41	2	2.3	2.3	92.0
	42	1	1.1	1.1	93.1
	43	1	1.1	1.1	94.3
	44	1	1.1	1.1	95.4
	45	2	2.3	2.3	97.7
	46	1	1.1	1.1	98.9
	48	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	20.494	STD DEV	13.188		
VALID CASES	87	MISSING CASES	0		

MBIDEP M B I Depersonalization Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	6	6.9	6.9	6.9
	1	3	3.4	3.4	10.3
	2	2	2.3	2.3	12.6
	3	5	5.7	5.7	18.4
	4	5	5.7	5.7	24.1
	5	3	3.4	3.4	27.6
	6	3	3.4	3.4	31.0
	7	3	3.4	3.4	34.5
	8	3	3.4	3.4	37.9
	9	2	2.3	2.3	40.2
	10	4	4.6	4.6	44.8
	11	3	3.4	3.4	48.3
	12	6	6.9	6.9	55.2
	13	2	2.3	2.3	57.5
	14	3	3.4	3.4	60.9
	15	4	4.6	4.6	65.5
	16	4	4.6	4.6	70.1
	17	6	6.9	6.9	77.0
	18	2	2.3	2.3	79.3
	19	4	4.6	4.6	83.9
	20	1	1.1	1.1	85.1
	21	3	3.4	3.4	88.5
	22	1	1.1	1.1	89.7
	23	1	1.1	1.1	90.8
	25	2	2.3	2.3	93.1
	26	2	2.3	2.3	95.4
	27	1	1.1	1.1	96.6
	28	2	2.3	2.3	98.9
	30	1	1.1	1.1	100.0
		-----	-----	-----	
	TOTAL	87	100.0	100.0	
MEAN	11.862	STD DEV	7.936		
VALID CASES	87	MISSING CASES	0		

ORGRD O R G Role Overload Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	11	1	1.1	1.1	1.1
	13	1	1.1	1.1	2.3
	14	3	3.4	3.4	5.7
	15	1	1.1	1.1	6.9
	16	1	1.1	1.1	8.0
	17	4	4.6	4.6	12.6
	18	4	4.6	4.6	17.2
	19	3	3.4	3.4	20.7
	20	4	4.6	4.6	25.3
	21	3	3.4	3.4	28.7
	22	5	5.7	5.7	34.5
	23	4	4.6	4.6	39.1
	24	2	2.3	2.3	41.4
	25	7	8.0	8.0	49.4
	26	3	3.4	3.4	52.9
	28	6	6.9	6.9	59.8
	29	3	3.4	3.4	63.2
	30	7	8.0	8.0	71.3
	31	4	4.6	4.6	75.9
	32	3	3.4	3.4	79.3
	33	2	2.3	2.3	81.6
	34	2	2.3	2.3	83.9
	35	2	2.3	2.3	86.2
	37	2	2.3	2.3	88.5
	38	2	2.3	2.3	90.8
	39	3	3.4	3.4	94.3
	40	1	1.1	1.1	95.4
	41	3	3.4	3.4	98.9
	62	1	1.1	1.1	100.0
	TOTAL	27	100.0	100.0	
MEAN	26.678	STD DEV	8.385		
VALID CASES	27	MISSING CASES	0		

ORORI O R O Role Insufficiency Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	5	5.7	5.7	5.7
	12	1	1.1	1.1	6.9
	13	1	1.1	1.1	8.0
	14	3	3.4	3.4	11.5
	15	1	1.1	1.1	12.6
	16	2	2.3	2.3	14.9
	17	3	3.4	3.4	18.4
	18	5	5.7	5.7	24.1
	19	4	4.6	4.6	28.7
	20	4	4.6	4.6	33.3
	21	6	6.9	6.9	40.2
	22	3	3.4	3.4	43.7
	23	4	4.6	4.6	48.3
	24	4	4.6	4.6	52.9
	25	7	8.0	8.0	60.9
	26	4	4.6	4.6	65.5
	27	2	2.3	2.3	67.8
	28	2	2.3	2.3	70.1
	29	4	4.6	4.6	74.7
	30	2	2.3	2.3	77.0
	32	1	1.1	1.1	78.2
	34	3	3.4	3.4	81.6
	35	3	3.4	3.4	85.1
	36	4	4.6	4.6	89.7
	37	1	1.1	1.1	90.8
	38	1	1.1	1.1	92.0
	39	3	3.4	3.4	95.4
	40	1	1.1	1.1	96.6
	42	1	1.1	1.1	97.7
	46	1	1.1	1.1	98.9
	48	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	24.793	STD DEV	8.686		
VALID CASES	87	MISSING CASES	0		

ORGRA O R G Role Ambiguity Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	6	6.9	6.9	6.9
	11	4	4.6	4.6	11.5
	12	6	6.9	6.9	18.4
	13	4	4.6	4.6	23.0
	14	6	6.9	6.9	29.9
	15	3	3.4	3.4	33.3
	16	5	5.7	5.7	39.1
	17	4	4.6	4.6	43.7
	18	8	9.2	9.2	52.9
	19	7	8.0	8.0	60.9
	20	2	2.3	2.3	63.2
	21	3	3.4	3.4	66.7
	22	4	4.6	4.6	71.3
	23	4	4.6	4.6	75.9
	24	4	4.6	4.6	80.5
	25	4	4.6	4.6	85.1
	26	3	3.4	3.4	88.5
	27	3	3.4	3.4	92.0
	28	2	2.3	2.3	94.3
	29	1	1.1	1.1	95.4
	30	1	1.1	1.1	96.6
	33	1	1.1	1.1	97.7
	35	1	1.1	1.1	98.9
	50	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	19.000	STD DEV	6.769		
VALID CASES	87	MISSING CASES	0		

ORGRB O R G Role Boundary Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	12	3	3.4	3.4	3.4
	13	2	2.3	2.3	5.7
	14	2	2.3	2.3	8.0
	15	5	5.7	5.7	13.8
	16	3	3.4	3.4	17.2
	17	4	4.6	4.6	21.8
	18	4	4.6	4.6	26.4
	19	1	1.1	1.1	27.6
	20	3	3.4	3.4	31.0
	21	1	1.1	1.1	32.2
	22	7	8.0	8.0	40.2
	23	3	3.4	3.4	43.7
	24	2	2.3	2.3	46.0
	25	2	2.3	2.3	48.3
	26	5	5.7	5.7	54.0
	27	6	6.9	6.9	60.9
	28	5	5.7	5.7	66.7
	29	2	2.3	2.3	69.0
	30	4	4.6	4.6	73.6
	31	6	6.9	6.9	80.5
	32	1	1.1	1.1	81.6
	33	4	4.6	4.6	86.2
	34	3	3.4	3.4	89.7
	35	2	2.3	2.3	92.0
	37	4	4.6	4.6	96.6
	38	1	1.1	1.1	97.7
	46	1	1.1	1.1	98.9
	50	1	1.1	1.1	100.0
	TOTAL	97	100.0	100.0	
MEAN	25.149	STD DEV	7.935		
VALID CASES	97	MISSING CASES	0		

ORGR O R G Responsibility Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	13	2	2.3	2.3	2.3
	15	2	2.3	2.3	4.6
	16	2	2.3	2.3	6.9
	17	1	1.1	1.1	8.0
	18	7	8.0	8.0	16.1
	19	5	5.7	5.7	21.8
	20	1	1.1	1.1	23.0
	21	5	5.7	5.7	28.7
	22	6	6.9	6.9	35.6
	23	3	3.4	3.4	39.1
	24	11	12.6	12.6	51.7
	25	3	3.4	3.4	55.2
	26	2	2.3	2.3	57.5
	27	2	2.3	2.3	59.8
	28	4	4.6	4.6	64.4
	29	3	3.4	3.4	67.8
	30	6	6.9	6.9	74.7
	31	1	1.1	1.1	75.9
	32	2	2.3	2.3	78.2
	33	3	3.4	3.4	81.6
	34	3	3.4	3.4	85.1
	35	2	2.3	2.3	87.4
	36	4	4.6	4.6	92.0
	39	1	1.1	1.1	93.1
	40	1	1.1	1.1	94.3
	41	2	2.3	2.3	96.6
	42	2	2.3	2.3	98.9
	44	1	1.1	1.1	100.0
TOTAL		87	100.0	100.0	
MEAN	26.149	STD DEV	7.371		
VALID CASES	87	MISSING CASES	0		

ORPE O R G Physical Environment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	2.3	2.3	2.3
	11	3	3.4	3.4	5.7
	12	1	1.1	1.1	6.9
	13	1	1.1	1.1	8.0
	14	6	6.9	6.9	14.9
	15	1	1.1	1.1	16.1
	16	7	8.0	8.0	24.1
	17	7	8.0	8.0	32.2
	18	5	5.7	5.7	37.9
	19	3	3.4	3.4	41.4
	20	5	5.7	5.7	47.1
	21	6	6.9	6.9	54.0
	22	4	4.6	4.6	58.6
	23	3	3.4	3.4	62.1
	24	4	4.6	4.6	66.7
	25	4	4.6	4.6	71.3
	26	6	6.9	6.9	78.2
	27	3	3.4	3.4	81.6
	28	2	2.3	2.3	83.9
	29	2	2.3	2.3	86.2
	30	1	1.1	1.1	87.4
	31	3	3.4	3.4	90.8
	33	3	3.4	3.4	94.3
	34	1	1.1	1.1	95.4
	35	2	2.3	2.3	97.7
	40	1	1.1	1.1	98.9
	43	1	1.1	1.1	100.0
	TOTAL	37	100.0	100.0	
MEAN	21.805	STD DEV	6.981		
VALID CASES	37	MISSING CASES	0		

FSQVS F S R Vocational Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	5	5.7	5.7	5.7
	11	4	4.6	4.6	10.3
	12	9	10.3	10.3	20.7
	13	7	8.0	8.0	28.7
	14	10	11.5	11.5	40.2
	15	5	5.7	5.7	46.0
	16	7	8.0	8.0	54.0
	17	4	4.6	4.6	58.6
	18	6	6.9	6.9	65.5
	19	4	4.6	4.6	70.1
	20	5	5.7	5.7	75.9
	21	5	5.7	5.7	81.6
	22	4	4.6	4.6	86.2
	23	3	3.4	3.4	89.7
	24	4	4.6	4.6	94.3
	25	4	4.6	4.6	98.9
	41	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	16.908	STD DEV	5.087		
VALID CASES	87	MISSING CASES	0		

FS9PSY F S R Psychological Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	5	5.7	5.7	5.7
	11	2	2.3	2.3	8.0
	12	3	3.4	3.4	11.4
	13	5	5.7	5.7	17.1
	14	5	5.7	5.7	22.8
	15	5	5.7	5.7	28.5
	16	2	2.3	2.3	30.8
	17	4	4.6	4.6	35.4
	18	1	1.1	1.1	36.5
	19	2	2.3	2.3	38.8
	20	6	6.9	6.9	45.7
	21	1	1.1	1.1	46.8
	22	5	5.7	5.7	52.5
	23	5	5.7	5.7	58.2
	24	3	3.4	3.4	61.6
	25	2	2.3	2.3	63.9
	26	2	2.3	2.3	66.2
	27	2	2.3	2.3	68.5
	28	3	3.4	3.4	71.9
	29	4	4.6	4.6	76.5
	30	2	2.3	2.3	78.8
	32	1	1.1	1.1	79.9
	33	4	4.6	4.6	84.5
	34	1	1.1	1.1	85.6
	35	2	2.3	2.3	87.9
	39	1	1.1	1.1	89.0
	40	2	2.3	2.3	91.3
	41	1	1.1	1.1	92.4
	43	1	1.1	1.1	93.5
	44	1	1.1	1.1	94.6
	45	1	1.1	1.1	95.7
	50	1	1.1	1.1	96.8
					100.0
	TOTAL	97	100.0	100.0	
MEAN	22.552	STD DEV	9.516		

PSQIS P S R Interpersonal Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	3	3.4	3.4	3.4
	11	1	1.1	1.1	4.6
	13	1	1.1	1.1	5.7
	14	4	4.6	4.6	10.3
	15	5	5.7	5.7	16.1
	16	1	1.1	1.1	17.2
	17	9	10.3	10.3	27.6
	18	7	8.0	8.0	35.6
	19	2	2.3	2.3	37.9
	20	9	10.3	10.3	48.3
	21	7	8.0	8.0	56.3
	22	8	9.2	9.2	65.5
	23	3	3.4	3.4	69.0
	24	5	5.7	5.7	74.7
	25	3	3.4	3.4	78.2
	26	3	3.4	3.4	81.6
	27	3	3.4	3.4	85.1
	28	1	1.1	1.1	86.2
	29	1	1.1	1.1	87.4
	30	2	2.3	2.3	89.7
	31	2	2.3	2.3	92.0
	32	1	1.1	1.1	93.1
	34	3	3.4	3.4	96.6
	36	1	1.1	1.1	97.7
	39	1	1.1	1.1	98.9
	46	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	21.586	STD DEV	6.555		
VALID CASES	87	MISSING CASES	0		

FSQFHS P S = Physical Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	5	5.7	5.7	5.7
	11	6	6.9	6.9	12.6
	12	4	4.6	4.6	17.2
	13	1	1.1	1.1	18.4
	14	9	10.3	10.3	28.7
	15	2	2.3	2.3	31.0
	16	1	1.1	1.1	32.2
	18	4	4.6	4.6	36.8
	19	3	3.4	3.4	40.2
	20	3	3.4	3.4	43.7
	21	6	6.9	6.9	50.6
	22	1	1.1	1.1	51.7
	23	2	2.3	2.3	54.0
	24	3	3.4	3.4	57.5
	25	1	1.1	1.1	58.6
	26	5	5.7	5.7	64.4
	27	3	3.4	3.4	67.8
	28	4	4.6	4.6	72.4
	29	2	2.3	2.3	74.7
	30	1	1.1	1.1	75.9
	31	5	5.7	5.7	81.6
	32	2	2.3	2.3	83.9
	34	4	4.6	4.6	88.5
	36	1	1.1	1.1	89.7
	37	1	1.1	1.1	90.8
	38	1	1.1	1.1	92.0
	39	2	2.3	2.3	94.3
	42	1	1.1	1.1	95.6
	44	1	1.1	1.1	97.7
	50	1	1.1	1.1	98.9
	51	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	13.138	STD DEV	9.920		

MBIFA MBI Personal Accomplishment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	15	1	1.9	1.9	1.9
	18	1	1.9	1.9	3.8
	24	1	1.9	1.9	5.8
	26	2	3.8	3.8	9.6
	27	2	3.8	3.8	13.5
	29	2	3.8	3.8	17.3
	30	2	3.8	3.8	21.2
	31	4	7.7	7.7	28.9
	32	4	7.7	7.7	36.5
	33	1	1.9	1.9	38.5
	34	4	7.7	7.7	46.2
	36	2	3.8	3.8	51.9
	37	3	5.8	5.8	57.7
	38	5	9.6	9.6	67.3
	41	3	5.8	5.8	73.1
	42	2	3.8	3.8	76.9
	43	5	9.6	9.6	86.5
	44	3	5.8	5.8	92.3
	45	2	3.8	3.8	96.2
	46	1	1.9	1.9	98.1
	49	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	35.577	STD DEV	7.220		
VALID CASES	52	MISSING CASES	0		

MEIES M E I Emotional Exhaustion Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	5	9.6	9.6	9.6
	1	1	1.9	1.9	11.5
	2	2	3.8	3.8	15.4
	3	2	3.8	3.8	19.2
	4	1	1.9	1.9	21.2
	5	2	3.8	3.8	25.0
	6	2	3.8	3.8	28.8
	7	4	7.7	7.7	36.5
	8	2	3.8	3.8	40.4
	9	5	9.6	9.6	50.0
	10	1	1.9	1.9	51.9
	11	1	1.9	1.9	53.8
	12	1	1.9	1.9	55.8
	13	1	1.9	1.9	57.7
	14	2	3.8	3.8	61.5
	15	2	3.8	3.8	65.4
	16	1	1.9	1.9	67.3
	17	1	1.9	1.9	69.2
	18	1	1.9	1.9	71.2
	19	1	1.9	1.9	73.1
	20	1	1.9	1.9	75.0
	21	2	3.8	3.8	78.8
	22	2	3.8	3.8	82.7
	23	2	3.8	3.8	86.5
	24	1	1.9	1.9	88.5
	25	1	1.9	1.9	90.4
	26	1	1.9	1.9	92.3
	27	1	1.9	1.9	94.2
	28	2	3.8	3.8	98.1
	29	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	17.423	STD DEV	12.445		

MBIDEP MBI Depersonalization Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	2	3.8	3.8	3.8
	1	1	1.9	1.9	5.8
	2	2	3.8	3.8	9.6
	3	4	7.7	7.7	17.3
	4	2	3.8	3.8	21.2
	5	1	1.9	1.9	23.1
	6	1	1.9	1.9	25.0
	7	2	3.8	3.8	28.8
	8	4	7.7	7.7	36.5
	9	5	9.6	9.6	46.2
	10	3	5.8	5.8	51.9
	11	1	1.9	1.9	53.8
	12	4	7.7	7.7	61.5
	13	1	1.9	1.9	63.5
	14	3	5.8	5.8	69.2
	15	1	1.9	1.9	71.2
	16	1	1.9	1.9	73.1
	17	4	7.7	7.7	80.8
	18	1	1.9	1.9	82.7
	21	2	3.8	3.8	86.5
	22	1	1.9	1.9	88.4
	23	1	1.9	1.9	90.3
	25	2	3.8	3.8	94.1
	27	1	1.9	1.9	96.0
	28	1	1.9	1.9	97.9
	TOTAL	52	100.0	100.0	
MEAN	11.654	STD DEV	7.520		
VALID CASES	52	MISSING CASES	0		

ORGRD G R G Role Overload Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	9	1	1.9	1.9	1.9
	13	1	1.9	1.9	3.8
	14	2	3.8	3.8	7.7
	15	3	5.8	5.8	13.5
	16	5	9.6	9.6	23.1
	17	2	3.8	3.8	26.9
	18	1	1.9	1.9	28.8
	19	2	3.8	3.8	32.7
	20	4	7.7	7.7	40.4
	21	3	5.8	5.8	46.2
	22	1	1.9	1.9	48.1
	23	4	7.7	7.7	55.8
	24	3	5.8	5.8	61.5
	25	2	3.8	3.8	65.4
	26	3	5.8	5.8	71.2
	27	2	3.8	3.8	75.0
	28	2	3.8	3.8	78.8
	29	1	1.9	1.9	80.8
	30	3	5.8	5.8	86.5
	31	1	1.9	1.9	88.5
	32	2	3.8	3.8	92.3
	34	1	1.9	1.9	94.2
	38	1	1.9	1.9	96.2
	41	1	1.9	1.9	98.1
	43	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	23.115	STD DEV	7.237		
VALID CASES	52	MISSING CASES	0		

ORGR1 O R G Role Insufficiency Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	13	1	1.9	1.9	1.9
	14	2	3.8	3.8	5.8
	15	3	5.8	5.8	11.5
	16	3	5.8	5.8	17.3
	17	3	5.8	5.8	23.1
	18	5	9.6	9.6	32.7
	19	2	3.8	3.8	36.5
	20	2	3.8	3.8	40.4
	21	2	3.8	3.8	44.2
	22	2	3.8	3.8	48.1
	23	4	7.7	7.7	55.8
	25	1	1.9	1.9	57.7
	26	2	3.8	3.8	61.5
	27	2	3.8	3.8	65.4
	28	1	1.9	1.9	67.3
	29	5	9.6	9.6	76.9
	30	2	3.8	3.8	80.8
	31	3	5.8	5.8	86.5
	33	1	1.9	1.9	88.5
	34	3	5.8	5.8	94.2
	39	1	1.9	1.9	96.2
	42	1	1.9	1.9	98.1
	45	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	24.019	STD DEV	7.609		
VALID CASES	52	MISSING CASES	0		

ORGRA O R G Role Ambiguity Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	3.8	3.8	3.8
	11	4	7.7	7.7	11.5
	12	2	3.8	3.8	15.4
	13	2	3.8	3.8	19.2
	14	6	11.5	11.5	30.8
	15	5	9.6	9.6	40.4
	16	1	1.9	1.9	42.3
	17	3	5.8	5.8	48.1
	18	5	9.6	9.6	57.7
	19	5	9.6	9.6	67.3
	20	3	5.8	5.8	73.1
	21	2	3.8	3.8	76.9
	22	1	1.9	1.9	78.8
	23	1	1.9	1.9	80.8
	24	3	5.8	5.8	86.5
	25	3	5.8	5.8	92.3
	27	1	1.9	1.9	94.2
	28	1	1.9	1.9	96.2
	30	1	1.9	1.9	98.1
	37	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	18.096	STD DEV	5.620		
VALID CASES	52	MISSING CASES	0		

ORGRB D = 3 Role Boundary Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	3.8	3.8	3.8
	12	1	1.9	1.9	5.8
	13	2	3.8	3.8	9.6
	14	4	7.7	7.7	17.3
	15	3	5.8	5.8	23.1
	17	3	5.8	5.8	28.9
	19	3	5.8	5.8	34.6
	20	3	5.8	5.8	40.4
	21	5	9.6	9.6	50.0
	22	4	7.7	7.7	57.7
	23	4	7.7	7.7	65.4
	24	1	1.9	1.9	67.3
	25	2	3.8	3.8	71.2
	26	1	1.9	1.9	73.1
	28	3	5.8	5.8	78.9
	30	2	3.8	3.8	82.7
	31	2	3.8	3.8	86.5
	32	1	1.9	1.9	88.5
	33	2	3.8	3.8	92.3
	38	1	1.9	1.9	94.2
	43	2	3.8	3.8	98.1
	49	1	1.9	1.9	100.0
TOTAL		52	100.0	100.0	
MEAN	22.865	STD DEV	8.497		
VALID CASES	52	MISSING CASES	0		

ORGR C = G Responsibility Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	1	1.9	1.9	1.9
	14	1	1.9	1.9	3.8
	15	1	1.9	1.9	5.8
	18	3	5.8	5.8	11.5
	19	2	3.8	3.8	15.4
	20	2	3.8	3.8	19.2
	21	5	9.6	9.6	28.8
	22	5	9.6	9.6	38.5
	23	6	11.5	11.5	50.0
	24	4	7.7	7.7	57.7
	25	2	3.8	3.8	61.5
	26	4	7.7	7.7	69.2
	28	3	5.8	5.8	75.0
	29	4	7.7	7.7	82.7
	30	1	1.9	1.9	84.6
	31	1	1.9	1.9	86.5
	33	2	3.8	3.8	90.4
	34	1	1.9	1.9	92.3
	35	1	1.9	1.9	94.2
	39	1	1.9	1.9	96.2
	43	1	1.9	1.9	98.1
	45	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	24.942	STD DEV	8.646		

ORQPE 3 - 3 Physical Environment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	3	5.8	5.8	5.8
	11	8	15.4	15.4	21.2
	12	3	5.8	5.8	26.9
	13	5	9.6	9.6	36.5
	14	5	9.6	9.6	46.2
	15	3	5.8	5.8	51.9
	16	4	7.7	7.7	59.6
	17	1	1.9	1.9	61.5
	18	2	3.8	3.8	65.4
	19	5	9.6	9.6	75.0
	20	1	1.9	1.9	76.9
	22	2	3.8	3.8	80.8
	23	1	1.9	1.9	82.7
	24	1	1.9	1.9	84.6
	25	2	3.8	3.8	88.5
	26	3	5.8	5.8	94.2
	31	1	1.9	1.9	96.2
	33	1	1.9	1.9	98.1
	35	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	17.000	STD DEV	6.206		
VALID CASES	52	MISSING CASES	0		

PSQVS = 3 = Vocational Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	8	1	1.9	1.9	1.9
	10	5	9.6	9.6	11.5
	11	4	7.7	7.7	19.2
	12	6	11.5	11.5	30.8
	13	6	11.5	11.5	42.3
	15	5	9.6	9.6	51.9
	16	4	7.7	7.7	59.6
	17	3	5.8	5.8	65.4
	18	5	9.6	9.6	75.0
	20	2	3.8	3.8	78.8
	21	2	3.8	3.8	82.7
	23	3	5.8	5.8	88.5
	24	3	5.8	5.8	94.2
	25	1	1.9	1.9	96.2
	29	1	1.9	1.9	98.1
	32	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	15.173	STD DEV	5.327		

PSQPSY F B F Psychological Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	3.8	3.8	3.8
	12	3	5.8	5.8	9.6
	13	2	3.8	3.8	13.5
	14	3	5.8	5.8	19.2
	15	5	9.6	9.6	28.8
	16	2	3.8	3.8	32.7
	17	2	3.8	3.8	36.5
	18	3	5.8	5.8	42.3
	19	3	5.8	5.8	48.1
	20	3	5.8	5.8	53.8
	21	4	7.7	7.7	61.5
	22	2	3.8	3.8	65.4
	23	1	1.9	1.9	67.3
	24	1	1.9	1.9	69.2
	25	1	1.9	1.9	71.2
	27	2	3.8	3.8	75.0
	29	1	1.9	1.9	76.9
	30	2	3.8	3.8	82.7
	35	1	1.9	1.9	86.5
	36	1	1.9	1.9	88.5
	37	1	1.9	1.9	90.4
	39	1	1.9	1.9	92.3
	41	2	3.8	3.8	96.2
	44	1	1.9	1.9	98.1
	47	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	21.385	STD DEV	9.473		
VALID CASES	52	MISSING CASES	0		

PSQIS P S R Interpersonal Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	1	1.9	1.9	1.9
	11	1	1.9	1.9	3.8
	12	2	3.8	3.8	7.7
	13	2	3.8	3.8	11.5
	14	3	5.8	5.8	17.3
	15	3	5.8	5.8	23.1
	16	5	9.6	9.6	32.7
	17	4	7.7	7.7	40.4
	18	5	9.6	9.6	50.0
	19	1	1.9	1.9	51.9
	20	3	5.8	5.8	57.7
	21	2	3.8	3.8	61.5
	22	3	5.8	5.8	67.3
	23	1	1.9	1.9	69.2
	24	2	3.8	3.8	73.1
	25	2	3.8	3.8	76.9
	26	2	3.8	3.8	80.8
	27	2	3.8	3.8	84.6
	28	1	1.9	1.9	86.5
	29	3	5.8	5.8	92.3
	33	1	1.9	1.9	94.2
	36	1	1.9	1.9	96.2
	41	1	1.9	1.9	98.1
	43	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	20.731	STD DEV	7.244		

PSQPHS P S R Physical Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	3	5.8	5.8	5.8
	11	3	5.8	5.8	11.5
	13	5	9.6	9.6	21.2
	14	5	9.6	9.6	30.8
	15	3	5.8	5.8	36.5
	16	2	3.8	3.8	40.4
	17	4	7.7	7.7	48.1
	18	3	5.8	5.8	53.8
	19	1	1.9	1.9	55.8
	20	2	3.8	3.8	59.6
	22	3	5.8	5.8	65.4
	23	1	1.9	1.9	67.3
	24	1	1.9	1.9	69.2
	26	1	1.9	1.9	71.2
	27	1	1.9	1.9	73.1
	29	2	3.8	3.8	76.9
	32	3	5.8	5.8	82.7
	33	1	1.9	1.9	84.6
	35	2	3.8	3.8	88.5
	38	1	1.9	1.9	90.4
	39	1	1.9	1.9	92.3
	40	1	1.9	1.9	94.2
	41	1	1.9	1.9	96.2
	44	1	1.9	1.9	98.1
	45	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	21.654	STD DEV	9.945		
VALID CASES	52	MISSING CASES	0		

Means and Standard Deviations for the Maslach Burnout Inventory
MBI Subscales

	Emotional Exhaustion	Depersonalization	Personal Accomplishment
Overall Sample (n = 11,067)			
M	20.99	8.73	34.58
SD	10.75	5.89	7.11
Occupational Subgroups ¹			
Teaching (n = 4,163)			
M	21.25	11.00	33.54
SD	11.01	6.19	6.89
Other Education (n = 635)			
M	18.57	5.57	39.17
SD	11.95	6.63	7.92
Social Services (n = 1,538)			
M	21.35	7.46	32.75
SD	10.51	5.11	7.71
Medicine (n = 1,104)			
M	22.19	7.12	36.53
SD	9.53	5.22	7.34
Mental Health (n = 730)			
M	16.89	5.72	30.87
SD	8.90	4.62	6.37
Other (n = 2,897)			
M	21.42	8.11	36.43
SD	11.05	6.15	7.00

Means and Standard Deviations for the Occupational Stress Inventory

Scales	Number of items	Mean	S.D.
RO	10	25.49	7.79
RI	10	27.03	10.08
RA	10	20.28	6.67
RB	10	22.67	8.15
R	10	25.79	7.38
PE	10	17.40	7.45
Total ORQ	60	137.64	26.59
VS	10	19.18	5.64
PSY	10	21.61	8.14
IS	10	20.78	5.84
PHS	10	24.05	10.11
Total PSQ	40	86.26	27.19
RE	10	28.38	6.57
SC	10	27.34	6.51
SS	10	41.16	7.23
RC	10	37.72	6.59
Total PRQ	40	134.53	20.20

Alexander, 1983; N = 155.

MEANS AND STANDARD DEVIATIONSFor Police Dispatchers

MBIPA M B I Personal Accomplishment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	1	1.1	1.1	1.1
	8	1	1.1	1.1	2.3
	12	1	1.1	1.1	3.4
	16	1	1.1	1.1	4.6
	18	1	1.1	1.1	5.7
	19	2	2.3	2.3	8.0
	20	1	1.1	1.1	9.2
	21	1	1.1	1.1	10.3
	23	1	1.1	1.1	11.5
	24	1	1.1	1.1	12.6
	25	3	3.4	3.4	16.1
	26	4	4.6	4.6	20.7
	27	4	4.6	4.6	25.3
	28	5	5.7	5.7	31.0
	29	6	6.9	6.9	37.9
	30	2	2.3	2.3	40.2
	31	3	3.4	3.4	43.7
	32	4	4.6	4.6	48.3
	33	5	5.7	5.7	54.0
	34	1	1.1	1.1	55.2
	35	8	9.2	9.2	64.4
	36	3	3.4	3.4	67.8
	37	4	4.6	4.6	72.4
	38	5	5.7	5.7	78.2
	39	1	1.1	1.1	79.3
	40	4	4.6	4.6	83.9
	41	3	3.4	3.4	87.4
	42	1	1.1	1.1	88.5
	43	1	1.1	1.1	89.7
	45	2	2.3	2.3	92.0
	46	5	5.7	5.7	97.7
	47	1	1.1	1.1	98.9
	48	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	32.287	STD DEV	8.930		
VALID CASES	87	MISSING CASES	0		

MBIE MBI Emotional Exhaustion Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	5	5.7	5.7	5.7
	2	1	1.1	1.1	6.9
	3	2	2.3	2.3	9.2
	5	2	2.3	2.3	11.5
	6	2	2.3	2.3	13.8
	7	3	3.4	3.4	17.2
	8	4	4.6	4.6	21.8
	9	4	4.6	4.6	26.4
	10	3	3.4	3.4	29.9
	11	1	1.1	1.1	31.0
	14	2	2.3	2.3	33.3
	15	6	6.9	6.9	40.2
	16	4	4.6	4.6	44.8
	17	2	2.3	2.3	47.1
	18	5	5.7	5.7	52.9
	19	3	3.4	3.4	56.3
	20	2	2.3	2.3	58.6
	22	2	2.3	2.3	60.9
	23	2	2.3	2.3	63.2
	24	2	2.3	2.3	65.5
	26	1	1.1	1.1	66.7
	27	1	1.1	1.1	67.8
	29	3	3.4	3.4	71.3
	30	2	2.3	2.3	73.6
	31	2	2.3	2.3	75.9
	32	4	4.6	4.6	80.5
	33	1	1.1	1.1	81.6
	35	1	1.1	1.1	82.8
	38	5	5.7	5.7	88.5
	39	1	1.1	1.1	89.7
	41	2	2.3	2.3	92.0
	42	1	1.1	1.1	93.1
	43	1	1.1	1.1	94.3
	44	1	1.1	1.1	95.4
	45	2	2.3	2.3	97.7
	46	1	1.1	1.1	98.9
	48	1	1.1	1.1	100.0
	TOTAL	97	100.0	100.0	
MEAN	20.494	STD DEV	13.188		
VALID CASES	97	MISSING CASES	0		

MBIDEP M B I Depersonalization Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	6	6.9	6.9	6.9
	1	3	3.4	3.4	10.3
	2	2	2.3	2.3	12.6
	3	5	5.7	5.7	18.4
	4	5	5.7	5.7	24.1
	5	3	3.4	3.4	27.6
	6	3	3.4	3.4	31.0
	7	3	3.4	3.4	34.5
	8	3	3.4	3.4	37.9
	9	2	2.3	2.3	40.2
	10	4	4.6	4.6	44.8
	11	3	3.4	3.4	48.3
	12	6	6.9	6.9	55.2
	13	2	2.3	2.3	57.5
	14	3	3.4	3.4	60.9
	15	4	4.6	4.6	65.5
	16	4	4.6	4.6	70.1
	17	6	6.9	6.9	77.0
	18	2	2.3	2.3	79.3
	19	4	4.6	4.6	83.9
	20	1	1.1	1.1	85.1
	21	3	3.4	3.4	88.5
	22	1	1.1	1.1	89.7
	23	1	1.1	1.1	90.8
	25	2	2.3	2.3	93.1
	26	2	2.3	2.3	95.4
	27	1	1.1	1.1	96.6
	28	2	2.3	2.3	98.9
	30	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	11.862	STD DEV	7.936		
VALID CASES	87	MISSING CASES	0		

ORORD O R Q Role Overload Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	11	1	1.1	1.1	1.1
	13	1	1.1	1.1	2.3
	14	3	3.4	3.4	5.7
	15	1	1.1	1.1	6.9
	16	1	1.1	1.1	8.0
	17	4	4.6	4.6	12.6
	18	4	4.6	4.6	17.2
	19	3	3.4	3.4	20.7
	20	4	4.6	4.6	25.3
	21	3	3.4	3.4	28.7
	22	5	5.7	5.7	34.5
	23	4	4.6	4.6	39.1
	24	2	2.3	2.3	41.4
	25	7	8.0	8.0	49.4
	26	3	3.4	3.4	52.9
	28	6	6.9	6.9	59.8
	29	3	3.4	3.4	63.2
	30	7	8.0	8.0	71.3
	31	4	4.6	4.6	75.9
	32	3	3.4	3.4	79.3
	33	2	2.3	2.3	81.6
	34	2	2.3	2.3	83.9
	35	2	2.3	2.3	86.2
	37	2	2.3	2.3	88.5
	38	2	2.3	2.3	90.8
	39	3	3.4	3.4	94.3
	40	1	1.1	1.1	95.4
	41	3	3.4	3.4	98.9
	62	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	26.678	STD DEV	8.385		
VALID CASES	87	MISSING CASES	0		

ORQRI O R Q Role Insufficiency Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	5	5.7	5.7	5.7
	12	1	1.1	1.1	6.9
	13	1	1.1	1.1	8.0
	14	3	3.4	3.4	11.5
	15	1	1.1	1.1	12.6
	16	2	2.3	2.3	14.9
	17	3	3.4	3.4	18.4
	18	5	5.7	5.7	24.1
	19	4	4.6	4.6	28.7
	20	4	4.6	4.6	33.3
	21	6	6.9	6.9	40.2
	22	3	3.4	3.4	43.7
	23	4	4.6	4.6	48.3
	24	4	4.6	4.6	52.9
	25	7	8.0	8.0	60.9
	26	4	4.6	4.6	65.5
	27	2	2.3	2.3	67.8
	28	2	2.3	2.3	70.1
	29	4	4.6	4.6	74.7
	30	2	2.3	2.3	77.0
	32	1	1.1	1.1	78.2
	34	3	3.4	3.4	81.6
	35	3	3.4	3.4	85.1
	36	4	4.6	4.6	89.7
	37	1	1.1	1.1	90.8
	38	1	1.1	1.1	92.0
	39	3	3.4	3.4	95.4
	40	1	1.1	1.1	96.6
	42	1	1.1	1.1	97.7
	46	1	1.1	1.1	98.9
	48	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	24.793	STD DEV	8.686		
VALID CASES	87	MISSING CASES	0		

DRGRA J R G Role Ambiguity Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	6	6.9	6.9	6.9
	11	4	4.6	4.6	11.5
	12	6	6.9	6.9	18.4
	13	4	4.6	4.6	23.0
	14	6	6.9	6.9	29.9
	15	3	3.4	3.4	33.3
	16	5	5.7	5.7	39.1
	17	4	4.6	4.6	43.7
	18	8	9.2	9.2	52.9
	19	7	8.0	8.0	60.9
	20	2	2.3	2.3	63.2
	21	3	3.4	3.4	66.7
	22	4	4.6	4.6	71.3
	23	4	4.6	4.6	75.9
	24	4	4.6	4.6	80.5
	25	4	4.6	4.6	85.1
	26	3	3.4	3.4	88.5
	27	3	3.4	3.4	92.0
	28	2	2.3	2.3	94.3
	29	1	1.1	1.1	95.4
	30	1	1.1	1.1	96.6
	33	1	1.1	1.1	97.7
	35	1	1.1	1.1	98.9
	50	1	1.1	1.1	100.0
	TOTAL	37	100.0	100.0	
MEAN	19.000	STD DEV	6.769		
VALID CASES	37	MISSING CASES	0		

ORGRB O R G Role Boundary Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	12	3	3.4	3.4	3.4
	13	3	2.3	2.3	5.7
	14	2	2.3	2.3	8.0
	15	5	5.7	5.7	13.8
	16	3	3.4	3.4	17.2
	17	4	4.6	4.6	21.8
	18	4	4.6	4.6	26.4
	19	1	1.1	1.1	27.5
	20	3	3.4	3.4	31.0
	21	1	1.1	1.1	32.2
	22	7	8.0	8.0	40.2
	23	3	3.4	3.4	43.7
	24	2	2.3	2.3	46.0
	25	2	2.3	2.3	48.3
	26	5	5.7	5.7	54.0
	27	6	6.9	6.9	60.9
	28	5	5.7	5.7	66.7
	29	2	2.3	2.3	69.0
	30	4	4.6	4.6	73.6
	31	6	6.9	6.9	80.5
	32	1	1.1	1.1	81.6
	33	4	4.6	4.6	86.2
	34	3	3.4	3.4	89.7
	35	2	2.3	2.3	92.0
	37	4	4.6	4.6	96.6
	38	1	1.1	1.1	97.7
	46	1	1.1	1.1	98.9
	50	1	1.1	1.1	100.0
	TOTAL	97	100.0	100.0	
MEAN	25.149	STD DEV	7.935		
VALID CASES	97	MISSING CASES	0		

ORGRB 0 4 0 1000 Boundary Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	12	3	3.4	3.4	3.4
	13	1	2.3	2.3	5.7
	14	2	2.3	2.3	8.0
	15	4	5.7	5.7	13.8
	16	3	3.4	3.4	17.2
	17	4	4.6	4.6	21.8
	18	4	4.6	4.6	26.4
	19	1	1.1	1.1	27.6
	20	3	3.4	3.4	31.0
	21	1	1.1	1.1	32.2
	22	7	8.0	8.0	40.2
	23	3	3.4	3.4	43.7
	24	2	2.3	2.3	46.0
	25	1	2.3	2.3	48.3
	26	5	5.7	5.7	54.0
	27	6	6.9	6.9	60.9
	28	5	5.7	5.7	66.7
	29	2	2.3	2.3	69.0
	30	4	4.6	4.6	73.6
	31	6	6.9	6.9	80.5
	32	1	1.1	1.1	81.6
	33	4	4.6	4.6	86.2
	34	3	3.4	3.4	89.7
	35	1	2.3	2.3	92.0
	37	4	4.6	4.6	96.6
	38	1	1.1	1.1	97.7
	46	1	1.1	1.1	98.9
	50	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	25.149	STD DEV	7.935		

ORQR O F Q Responsibility Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	13	2	2.3	2.3	2.3
	15	2	2.3	2.3	4.6
	16	2	2.3	2.3	6.9
	17	1	1.1	1.1	8.0
	18	7	8.0	8.0	16.1
	19	5	5.7	5.7	21.8
	20	1	1.1	1.1	23.0
	21	5	5.7	5.7	28.7
	22	6	6.9	6.9	35.6
	23	3	3.4	3.4	39.1
	24	11	12.6	12.6	51.7
	25	3	3.4	3.4	55.2
	26	2	2.3	2.3	57.5
	27	2	2.3	2.3	59.8
	28	4	4.6	4.6	64.4
	29	3	3.4	3.4	67.8
	30	6	6.9	6.9	74.7
	31	1	1.1	1.1	75.9
	32	2	2.3	2.3	78.2
	33	3	3.4	3.4	81.6
	34	3	3.4	3.4	85.1
	35	2	2.3	2.3	87.4
	36	4	4.6	4.6	92.0
	39	1	1.1	1.1	93.1
	40	1	1.1	1.1	94.3
	41	2	2.3	2.3	96.6
	42	2	2.3	2.3	98.9
	44	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	25.149	STD DEV	7.371		
VALID CASES	87	MISSING CASES	0		

ORQPE O R Q Physical Environment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	2.3	2.3	2.3
	11	3	3.4	3.4	5.7
	12	1	1.1	1.1	6.9
	13	1	1.1	1.1	8.0
	14	6	6.9	6.9	14.9
	15	1	1.1	1.1	16.1
	16	7	8.0	8.0	24.1
	17	7	8.0	8.0	32.2
	18	5	5.7	5.7	37.9
	19	3	3.4	3.4	41.4
	20	5	5.7	5.7	47.1
	21	6	6.9	6.9	54.0
	22	4	4.6	4.6	58.6
	23	3	3.4	3.4	62.1
	24	4	4.6	4.6	66.7
	25	4	4.6	4.6	71.3
	26	6	6.9	6.9	78.2
	27	3	3.4	3.4	81.6
	28	2	2.3	2.3	83.9
	29	2	2.3	2.3	86.2
	30	1	1.1	1.1	87.4
	32	3	3.4	3.4	90.8
	33	3	3.4	3.4	94.3
	34	1	1.1	1.1	95.4
	35	2	2.3	2.3	97.7
	40	1	1.1	1.1	98.9
	43	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	21.805	STD DEV	6.981		
VALID CASES	87	MISSING CASES	0		

FSQVS P 3 R Vocational Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	5	5.7	5.7	5.7
	11	4	4.6	4.6	10.3
	12	9	10.3	10.3	20.7
	13	7	8.0	8.0	28.7
	14	10	11.5	11.5	40.2
	15	5	5.7	5.7	46.0
	16	7	8.0	8.0	54.0
	17	4	4.6	4.6	58.6
	18	6	6.9	6.9	65.5
	19	4	4.6	4.6	70.1
	20	5	5.7	5.7	75.9
	21	5	5.7	5.7	81.6
	22	4	4.6	4.6	86.2
	23	3	3.4	3.4	89.7
	24	4	4.6	4.6	94.3
	25	4	4.6	4.6	98.9
	41	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	16.908	STD DEV	5.087		
VALID CASES	87	MISSING CASES	0		

PSQPSY P 3 R Psychological Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	5	5.7	5.7	5.7
	11	2	2.3	2.3	8.0
	12	5	5.7	5.7	13.8
	13	5	5.7	5.7	19.5
	14	5	5.7	5.7	25.3
	15	5	5.7	5.7	31.0
	16	2	2.3	2.3	33.3
	17	4	4.6	4.6	37.9
	18	1	1.1	1.1	39.1
	19	2	2.3	2.3	41.4
	20	6	6.9	6.9	48.3
	21	1	1.1	1.1	49.4
	22	5	5.7	5.7	55.2
	23	5	5.7	5.7	60.9
	24	3	3.4	3.4	64.4
	25	2	2.3	2.3	66.7
	26	2	2.3	2.3	69.0
	27	2	2.3	2.3	71.3
	28	3	3.4	3.4	74.7
	29	4	4.6	4.6	79.3
	30	2	2.3	2.3	81.6
	32	1	1.1	1.1	82.8
	33	4	4.6	4.6	87.4
	34	1	1.1	1.1	88.5
	35	2	2.3	2.3	90.8
	39	1	1.1	1.1	92.0
	40	2	2.3	2.3	94.3
	41	1	1.1	1.1	95.4
	43	1	1.1	1.1	96.6
	44	1	1.1	1.1	97.7
	45	1	1.1	1.1	98.9
	50	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	22.552	STD DEV	9.516		
VALID CASES	87	MISSING CASES	0		

PSQIS P S R Interpersonal Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	3	3.4	3.4	3.4
	11	1	1.1	1.1	4.6
	13	1	1.1	1.1	5.7
	14	4	4.6	4.6	10.3
	15	5	5.7	5.7	16.1
	16	1	1.1	1.1	17.2
	17	9	10.3	10.3	27.6
	18	7	8.0	8.0	35.6
	19	2	2.3	2.3	37.9
	20	9	10.3	10.3	48.3
	21	7	8.0	8.0	56.3
	22	8	9.2	9.2	65.5
	23	3	3.4	3.4	69.0
	24	5	5.7	5.7	74.7
	25	3	3.4	3.4	78.2
	26	3	3.4	3.4	81.6
	27	3	3.4	3.4	85.1
	28	1	1.1	1.1	86.2
	29	1	1.1	1.1	87.4
	30	2	2.3	2.3	89.7
	31	2	2.3	2.3	92.0
	32	1	1.1	1.1	93.1
	34	3	3.4	3.4	96.6
	35	1	1.1	1.1	97.7
	39	1	1.1	1.1	98.9
	46	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	21.586	STD DEV	6.555		
VALID CASES	87	MISSING CASES	0		

PSQPHS F S R Physical Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	5	5.7	5.7	5.7
	11	6	6.9	6.9	12.6
	12	4	4.6	4.6	17.2
	13	1	1.1	1.1	18.4
	14	9	10.3	10.3	28.7
	15	2	2.3	2.3	31.0
	16	1	1.1	1.1	32.2
	18	4	4.6	4.6	36.8
	19	3	3.4	3.4	40.2
	20	3	3.4	3.4	43.7
	21	6	6.9	6.9	50.6
	22	1	1.1	1.1	51.7
	23	2	2.3	2.3	54.0
	24	3	3.4	3.4	57.5
	25	1	1.1	1.1	58.6
	26	5	5.7	5.7	64.4
	27	3	3.4	3.4	67.8
	28	4	4.6	4.6	72.4
	29	2	2.3	2.3	74.7
	30	1	1.1	1.1	75.9
	31	5	5.7	5.7	81.6
	32	2	2.3	2.3	83.9
	34	4	4.6	4.6	88.5
	36	1	1.1	1.1	89.7
	37	1	1.1	1.1	90.8
	38	1	1.1	1.1	92.0
	39	2	2.3	2.3	94.3
	42	1	1.1	1.1	95.6
	44	1	1.1	1.1	97.7
	50	1	1.1	1.1	98.9
	51	1	1.1	1.1	100.0
	TOTAL	87	100.0	100.0	
MEAN	23.138	STD DEV	9.920		
VALID CASES	87	MISSING CASES	0		

APPENDIX I

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MEANS AND STANDARD DEVIATIONS FOR DUAL DISPATCHERS

MBIPA M B 1 Personal Accomplishment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	15	1	1.9	1.9	1.9
	18	1	1.9	1.9	3.8
	24	1	1.9	1.9	5.8
	26	2	3.8	3.8	9.6
	27	2	3.8	3.8	13.5
	29	2	3.8	3.8	17.3
	30	2	3.8	3.8	21.2
	31	4	7.7	7.7	28.9
	32	4	7.7	7.7	36.5
	33	1	1.9	1.9	38.5
	34	4	7.7	7.7	46.2
	36	3	5.8	5.8	51.9
	37	3	5.8	5.8	57.7
	38	5	9.6	9.6	67.3
	41	3	5.8	5.8	73.1
	42	2	3.8	3.8	76.9
	43	5	9.6	9.6	86.5
	44	3	5.8	5.8	92.3
	45	2	3.8	3.8	96.2
	46	1	1.9	1.9	98.1
	49	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	35.577	STD DEV	7.220		
VALID CASES	52	MISSING CASES	0		

MBIEE M E 1 Emotional Exhaustion Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	5	9.6	9.6	9.6
	1	1	1.9	1.9	11.5
	2	2	3.8	3.8	15.4
	3	2	3.8	3.8	19.2
	4	1	1.9	1.9	21.2
	5	2	3.8	3.8	25.0
	6	2	3.8	3.8	28.8
	7	4	7.7	7.7	36.5
	8	2	3.8	3.8	40.4
	9	5	9.6	9.6	50.0
	10	1	1.9	1.9	51.9
	11	1	1.9	1.9	53.8
	12	1	1.9	1.9	55.8
	13	1	1.9	1.9	57.7
	14	2	3.8	3.8	61.5
	15	2	3.8	3.8	65.4
	16	1	1.9	1.9	67.3
	17	1	1.9	1.9	69.2
	18	1	1.9	1.9	71.2
	19	1	1.9	1.9	73.1
	20	1	1.9	1.9	75.0
	21	2	3.8	3.8	78.8
	22	2	3.8	3.8	82.7
	23	2	3.8	3.8	86.5
	24	1	1.9	1.9	88.5
	25	1	1.9	1.9	90.4
	26	1	1.9	1.9	92.3
	27	1	1.9	1.9	94.2
	28	2	3.8	3.8	98.1
	29	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	17.409	STD DEV	12.445		
VALID CASES	52	MISSING CASES	0		

MBIDEP MBI Depersonalization Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	2	3.8	3.8	3.8
	1	1	1.9	1.9	5.8
	2	2	3.8	3.8	9.6
	3	4	7.7	7.7	17.3
	4	2	3.8	3.8	21.2
	5	1	1.9	1.9	23.1
	6	1	1.9	1.9	25.0
	7	2	3.8	3.8	28.8
	8	4	7.7	7.7	36.5
	9	5	9.6	9.6	46.2
	10	3	5.8	5.8	51.9
	11	1	1.9	1.9	53.8
	12	4	7.7	7.7	61.5
	13	1	1.9	1.9	63.5
	14	3	5.8	5.8	69.2
	15	1	1.9	1.9	71.1
	16	1	1.9	1.9	73.1
	17	4	7.7	7.7	80.8
	18	1	1.9	1.9	82.7
	21	3	5.8	5.8	88.5
	22	1	1.9	1.9	90.4
	25	1	1.9	1.9	92.3
	26	2	3.8	3.8	96.2
	27	1	1.9	1.9	98.1
	28	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	11.654	STD DEV	7.520		
VALID CASES	52	MISSING CASES	0		

DRGRD G R & Role Overload Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	9	1	1.9	1.9	1.9
	13	1	1.9	1.9	3.8
	14	2	3.8	3.8	7.7
	15	3	5.8	5.8	13.5
	16	5	9.6	9.6	23.1
	17	2	3.8	3.8	26.9
	18	1	1.9	1.9	28.8
	19	2	3.8	3.8	32.7
	20	4	7.7	7.7	40.4
	21	3	5.8	5.8	46.2
	22	1	1.9	1.9	48.1
	23	4	7.7	7.7	55.8
	24	3	5.8	5.8	61.5
	25	2	3.8	3.8	65.4
	26	3	5.8	5.8	71.2
	27	2	3.8	3.8	75.0
	28	2	3.8	3.8	78.8
	29	1	1.9	1.9	80.8
	30	3	5.8	5.8	86.5
	31	1	1.9	1.9	88.5
	32	2	3.8	3.8	92.3
	34	1	1.9	1.9	94.2
	38	1	1.9	1.9	96.2
	41	1	1.9	1.9	98.1
	43	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	23.115	STD DEV	7.237		
VALID CASES	52	MISSING CASES	0		

ORGR1 O R G Role Insufficiency Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	13	1	1.9	1.9	1.9
	14	2	3.8	3.8	5.8
	15	3	5.8	5.8	11.5
	16	3	5.8	5.8	17.3
	17	3	5.8	5.8	23.1
	18	5	9.6	9.6	32.7
	19	2	3.8	3.8	36.5
	20	2	3.8	3.8	40.4
	21	2	3.8	3.8	44.2
	22	2	3.8	3.8	48.1
	23	4	7.7	7.7	55.8
	25	1	1.9	1.9	57.7
	26	2	3.8	3.8	61.5
	27	2	3.8	3.8	65.4
	28	1	1.9	1.9	67.3
	29	5	9.6	9.6	76.9
	30	2	3.8	3.8	80.8
	31	3	5.8	5.8	86.5
	33	1	1.9	1.9	88.5
	34	2	3.8	3.8	92.2
	39	1	1.9	1.9	94.2
	42	1	1.9	1.9	96.1
	45	1	1.9	1.9	98.1
					100.0
	TOTAL	52	100.0	100.0	
MEAN	24.019	STD DEV	7.609		
VALID CASES	52	MISSING CASES	0		

ORGRA O = O Role Ambiguity Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	3.8	3.8	3.8
	11	4	7.7	7.7	11.5
	12	2	3.8	3.8	15.4
	13	2	3.8	3.8	19.2
	14	6	11.5	11.5	30.8
	15	5	9.6	9.6	40.4
	16	1	1.9	1.9	42.3
	17	3	5.8	5.8	48.1
	18	5	9.6	9.6	57.7
	19	5	9.6	9.6	67.3
	20	3	5.8	5.8	73.1
	21	2	3.8	3.8	76.9
	22	1	1.9	1.9	78.8
	23	1	1.9	1.9	80.8
	24	3	5.8	5.8	86.5
	25	3	5.8	5.8	92.3
	27	1	1.9	1.9	94.2
	28	1	1.9	1.9	96.2
	30	1	1.9	1.9	98.1
	37	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	13.096	STD DEV	5.620		
VALID CASES	52	MISSING CASES	0		

ORGRB 0 = 2 Role Boundary Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	3.8	3.8	3.8
	12	1	1.9	1.9	5.8
	13	2	3.8	3.8	9.6
	14	4	7.7	7.7	17.3
	15	3	5.8	5.8	23.1
	17	3	5.8	5.8	28.9
	19	3	5.8	5.8	34.6
	20	3	5.8	5.8	40.4
	21	5	9.6	9.6	50.0
	22	4	7.7	7.7	57.7
	23	4	7.7	7.7	65.4
	24	1	1.9	1.9	67.3
	25	2	3.8	3.8	71.2
	26	1	1.9	1.9	73.1
	28	3	5.8	5.8	78.9
	30	2	3.8	3.8	82.7
	31	2	3.8	3.8	86.5
	32	1	1.9	1.9	88.5
	33	1	1.9	1.9	90.3
	38	1	1.9	1.9	92.2
	43	2	3.8	3.8	96.1
	49	1	1.9	1.9	100.0
TOTAL		52	100.0	100.0	
MEAN	22.865	STD DEV	8.497		
VALID CASES	52	MISSING CASES	0		

ORGR C = G Responsibility Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	1	1.9	1.9	1.9
	14	1	1.9	1.9	3.8
	15	1	1.9	1.9	5.7
	18	3	5.8	5.8	11.5
	19	2	3.8	3.8	15.4
	20	2	3.8	3.8	19.2
	21	5	9.6	9.6	28.8
	22	5	9.6	9.6	38.5
	23	6	11.5	11.5	50.0
	24	4	7.7	7.7	57.7
	25	2	3.8	3.8	61.5
	26	4	7.7	7.7	69.2
	28	3	5.8	5.8	75.0
	29	4	7.7	7.7	82.7
	30	1	1.9	1.9	84.6
	31	1	1.9	1.9	86.5
	33	2	3.8	3.8	90.4
	34	1	1.9	1.9	92.3
	35	1	1.9	1.9	94.2
	39	1	1.9	1.9	96.2
	43	1	1.9	1.9	98.1
	45	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	24.942	STD DEV	5.646		
VALID CASES	52	MISSING CASES	0		

ORCFE C A D Physical Environment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	3	5.8	5.8	5.8
	11	8	15.4	15.4	21.2
	12	3	5.8	5.8	26.9
	13	5	9.6	9.6	36.5
	14	5	9.6	9.6	46.2
	15	3	5.8	5.8	51.9
	16	4	7.7	7.7	59.6
	17	1	1.9	1.9	61.5
	18	2	3.8	3.8	65.4
	19	5	9.6	9.6	75.0
	20	1	1.9	1.9	76.9
	21	2	3.8	3.8	80.8
	22	1	1.9	1.9	82.7
	24	1	1.9	1.9	84.6
	25	2	3.8	3.8	88.5
	26	3	5.8	5.8	94.2
	31	1	1.9	1.9	96.2
	33	1	1.9	1.9	98.1
	35	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	17.000	STD DEV	5.206		
VALID CASES	52	MISSING CASES	0		

PSQVS A 2 4 Vocational Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	8	1	1.9	1.9	1.9
	10	5	9.6	9.6	11.5
	11	4	7.7	7.7	19.2
	12	6	11.5	11.5	30.8
	13	6	11.5	11.5	42.3
	15	5	9.6	9.6	51.9
	16	4	7.7	7.7	59.6
	17	3	5.8	5.8	65.4
	18	5	9.6	9.6	75.0
	20	2	3.8	3.8	78.8
	21	2	3.8	3.8	82.7
	22	3	5.8	5.8	88.5
	24	3	5.8	5.8	94.2
	25	1	1.9	1.9	96.2
	29	1	1.9	1.9	98.1
	32	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	15.173	STD DEV	5.327		
VALID CASES	52	MISSING CASES	0		

PSQPSY F B R Psychological Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	1	3.8	3.8	3.8
	12	2	5.8	5.8	9.6
	13	1	3.8	3.8	13.5
	14	3	5.8	5.8	19.2
	15	3	9.6	9.6	28.8
	16	2	3.8	3.8	32.7
	17	2	3.8	3.8	36.5
	18	3	5.8	5.8	42.3
	19	3	5.8	5.8	48.1
	20	3	5.8	5.8	53.8
	21	4	7.7	7.7	61.5
	22	2	3.8	3.8	65.4
	23	1	1.9	1.9	67.3
	24	1	1.9	1.9	69.2
	25	1	1.9	1.9	71.2
	27	2	3.8	3.8	75.0
	29	1	1.9	1.9	76.9
	30	2	5.8	5.8	82.7
	35	1	3.8	3.8	86.5
	36	1	1.9	1.9	88.5
	37	1	1.9	1.9	90.4
	39	1	1.9	1.9	92.3
	41	1	3.8	3.8	96.2
	44	1	1.9	1.9	98.1
	47	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	21.385	STD DEV	9.473		
VALID CASES	52	MISSING CASES	0		

MSGIS P S R Interpersonal Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	1	1.9	1.9	1.9
	11	1	1.9	1.9	3.8
	12	2	3.8	3.8	7.7
	13	2	3.8	3.8	11.5
	14	3	5.8	5.8	17.3
	15	3	5.8	5.8	23.1
	16	5	9.6	9.6	32.7
	17	4	7.7	7.7	40.4
	18	5	9.6	9.6	50.0
	19	1	1.9	1.9	51.9
	20	3	5.8	5.8	57.7
	21	2	3.8	3.8	61.5
	22	3	5.8	5.8	67.3
	23	1	1.9	1.9	69.2
	24	2	3.8	3.8	73.1
	25	2	3.8	3.8	76.9
	26	2	3.8	3.8	80.8
	27	2	3.8	3.8	84.6
	28	1	1.9	1.9	86.5
	29	3	5.8	5.8	92.3
	33	1	1.9	1.9	94.2
	36	1	1.9	1.9	96.2
	41	1	1.9	1.9	98.1
	43	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	20.731	STD DEV	7.244		
VALID CASES	52	MISSING CASES	0		

PSQPHS P S R Physical Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	3	5.8	5.8	5.8
	11	3	5.8	5.8	11.5
	12	5	9.6	9.6	21.2
	14	5	9.6	9.6	30.8
	15	3	5.8	5.8	36.5
	16	2	3.8	3.8	40.4
	17	4	7.7	7.7	48.1
	18	3	5.8	5.8	53.8
	19	1	1.9	1.9	55.8
	20	2	3.8	3.8	59.6
	22	3	5.8	5.8	65.4
	23	1	1.9	1.9	67.3
	24	1	1.9	1.9	69.2
	26	1	1.9	1.9	71.2
	27	1	1.9	1.9	73.1
	29	2	3.8	3.8	76.9
	30	3	5.8	5.8	82.7
	33	1	1.9	1.9	84.6
	35	2	3.8	3.8	88.5
	38	1	1.9	1.9	90.4
	39	1	1.9	1.9	92.3
	40	1	1.9	1.9	94.2
	41	1	1.9	1.9	96.2
	44	1	1.9	1.9	98.1
	45	1	1.9	1.9	100.0
	TOTAL	52	100.0	100.0	
MEAN	21.654	STD DEV	9.945		
VALID CASES	52	MISSING CASES	0		

APPENDIX JMEANS AND STANDARD DEVIATIONSFOR FIRE/AMBULANCE DISPATCHERS

MBIFA M : 1 Personal Accomplishment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	12	1	1.6	1.6	1.6
	20	1	1.6	1.6	3.1
	21	1	1.6	1.6	4.7
	22	1	1.6	1.6	6.3
	25	1	1.6	1.6	7.8
	26	3	4.7	4.7	12.5
	27	1	1.6	1.6	14.1
	28	1	1.6	1.6	15.6
	30	2	3.1	3.1	18.8
	31	5	7.8	7.8	26.6
	32	3	4.7	4.7	31.3
	33	3	4.7	4.7	35.9
	34	5	7.8	7.8	43.8
	35	3	4.7	4.7	48.4
	36	7	10.9	10.9	59.4
	37	1	1.6	1.6	60.9
	40	3	4.7	4.7	65.6
	41	2	3.1	3.1	68.8
	42	6	9.4	9.4	78.1
	43	5	7.8	7.8	85.9
	44	2	3.1	3.1	89.1
	45	2	3.1	3.1	92.2
	46	2	3.1	3.1	95.3
	47	2	3.1	3.1	98.4
	48	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	35.750	STD DEV	7.500		
VALID CASES	64	MISSING CASES	0		

TABLE 1 Emotional Exhaustion Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	2	3.1	3.1	3.1
	1	1	1.6	1.6	4.7
	2	3	4.7	4.7	9.4
	4	2	3.1	3.1	12.5
	5	2	3.1	3.1	15.6
	8	3	4.7	4.7	20.3
	9	7	10.9	10.9	31.3
	10	1	1.6	1.6	32.8
	12	1	1.6	1.6	34.4
	13	1	1.6	1.6	35.9
	15	2	4.7	4.7	40.6
	16	2	3.1	3.1	43.8
	19	1	1.6	1.6	45.3
	20	6	9.4	9.4	54.7
	21	1	1.6	1.6	56.3
	22	1	1.6	1.6	57.8
	23	2	3.1	3.1	60.9
	24	2	3.1	3.1	64.1
	25	1	1.6	1.6	65.6
	26	2	3.1	3.1	68.8
	28	3	4.7	4.7	73.4
	29	3	4.7	4.7	78.1
	33	3	4.7	4.7	82.8
	34	1	1.6	1.6	84.4
	35	2	3.1	3.1	87.5
	37	1	1.6	1.6	89.1
	40	1	1.6	1.6	90.6
	42	1	1.6	1.6	92.2
	43	1	1.6	1.6	93.8
	44	2	4.7	4.7	98.4
	47	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	22.188	STD DEV	12.966		

MBIDEP M 3.1 Depersonalization Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	0	2	3.1	3.1	3.1
	1	4	6.3	6.3	9.4
	2	1	1.6	1.6	10.9
	3	2	3.1	3.1	14.1
	4	1	1.6	1.6	15.6
	5	2	3.1	3.1	18.8
	6	3	4.7	4.7	23.4
	7	3	4.7	4.7	28.1
	8	5	7.8	7.8	35.9
	9	3	4.7	4.7	40.6
	10	7	10.9	10.9	51.6
	11	1	1.6	1.6	53.1
	12	3	4.7	4.7	57.8
	13	2	3.1	3.1	60.9
	14	4	6.3	6.3	67.2
	15	1	1.6	1.6	68.8
	16	6	9.4	9.4	78.1
	18	2	3.1	3.1	81.3
	19	1	1.6	1.6	82.8
	21	2	3.1	3.1	85.9
	22	2	3.1	3.1	89.1
	23	2	3.1	3.1	92.2
	25	2	3.1	3.1	95.3
	26	1	1.6	1.6	96.9
	28	1	1.6	1.6	98.4
	30	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	11.922	STD DEV	7.429		

ORGRD D P 3 Role Overload Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	1	1.6	1.6	1.6
	11	1	1.6	1.6	3.1
	12	1	1.6	1.6	4.7
	15	2	3.1	3.1	7.8
	16	4	6.3	6.3	14.1
	17	3	4.7	4.7	18.8
	18	4	6.3	6.3	25.0
	19	3	4.7	4.7	29.7
	20	4	6.3	6.3	35.9
	21	1	1.6	1.6	37.5
	22	2	3.1	3.1	40.6
	23	3	4.7	4.7	45.3
	24	3	4.7	4.7	48.4
	25	3	4.7	4.7	53.1
	26	4	6.3	6.3	59.4
	28	2	3.1	3.1	62.5
	29	2	3.1	3.1	65.6
	30	4	6.3	6.3	71.9
	32	2	4.7	4.7	76.6
	33	3	4.7	4.7	81.3
	34	2	3.1	3.1	84.4
	35	1	1.6	1.6	85.9
	36	1	1.6	1.6	87.5
	37	2	3.1	3.1	90.6
	38	1	1.6	1.6	92.2
	39	1	1.6	1.6	93.8
	40	1	1.6	1.6	95.3
	41	1	1.6	1.6	96.9
	42	1	1.6	1.6	98.4
	44	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	25.547	STD DEV	8.332		

ORGRI B F G Role Insufficiency Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	1	1.6	1.6	1.6
	11	1	1.6	1.6	3.1
	12	2	3.1	3.1	6.3
	13	1	1.6	1.6	7.8
	14	1	1.6	1.6	9.4
	15	2	3.1	3.1	12.5
	16	2	3.1	3.1	15.6
	18	1	1.6	1.6	17.2
	19	2	3.1	3.1	20.3
	20	2	3.1	3.1	23.4
	21	2	3.1	3.1	26.6
	22	2	4.7	4.7	31.3
	23	1	1.6	1.6	32.8
	24	3	12.5	12.5	45.3
	25	4	6.3	6.3	51.6
	26	5	7.8	7.8	59.4
	27	1	1.6	1.6	60.9
	29	4	6.3	6.3	67.2
	30	1	1.6	1.6	68.8
	31	5	9.4	9.4	78.1
	32	4	6.3	6.3	84.4
	33	4	6.3	6.3	90.6
	36	2	4.7	4.7	95.3
	37	1	1.6	1.6	96.9
	40	1	1.6	1.6	98.4
	43	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	22.469	STD DEV	7.335		

ORGRA O R G Role Ambiguity Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	3.1	3.1	3.1
	11	1	1.6	1.6	4.7
	12	2	3.1	3.1	7.8
	13	3	4.7	4.7	12.5
	14	3	4.7	4.7	17.2
	15	2	3.1	3.1	20.3
	16	3	4.7	4.7	25.0
	17	6	9.4	9.4	34.4
	18	2	4.7	4.7	39.1
	19	2	3.1	3.1	42.2
	20	6	9.4	9.4	51.6
	21	2	3.1	3.1	54.7
	22	8	12.5	12.5	67.2
	23	2	3.1	3.1	70.3
	24	5	7.8	7.8	78.1
	25	3	4.7	4.7	82.8
	26	2	3.1	3.1	85.9
	27	3	4.7	4.7	90.6
	29	3	4.7	4.7	95.3
	30	2	3.1	3.1	98.4
	43	1	1.6	1.6	100.0
		-----	-----	-----	
	TOTAL	64	100.0	100.0	
MEAN	20.469	STD DEV	5.928		

ORGRE G P 2 Role Boundary Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	1	1.6	1.6	1.6
	12	3	4.7	4.7	6.3
	13	1	1.6	1.6	7.8
	14	2	3.1	3.1	10.9
	16	2	3.1	3.1	14.1
	17	2	3.1	3.1	17.2
	19	1	1.6	1.6	18.8
	20	5	7.8	7.8	26.6
	21	2	4.7	4.7	31.3
	22	2	3.1	3.1	34.4
	23	5	7.8	7.8	42.2
	24	5	7.8	7.8	50.0
	26	5	7.8	7.8	57.8
	27	6	9.4	9.4	67.2
	28	2	3.1	3.1	70.3
	29	1	1.6	1.6	71.9
	30	1	1.6	1.6	73.4
	31	2	3.1	3.1	76.6
	32	3	4.7	4.7	81.3
	33	2	3.1	3.1	84.4
	34	3	4.7	4.7	89.1
	37	2	3.1	3.1	92.2
	38	1	1.6	1.6	93.8
	39	1	1.6	1.6	95.3
	40	2	3.1	3.1	98.4
	42	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	25.375	STD DEV	7.841		

ORGR O F G Responsibility Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	14	2	3.1	3.1	3.1
	16	1	1.6	1.6	4.7
	17	2	3.1	3.1	7.8
	18	2	3.1	3.1	10.9
	19	1	1.6	1.6	12.5
	20	3	4.7	4.7	17.2
	21	5	7.8	7.8	25.0
	22	4	6.3	6.3	31.3
	23	1	1.6	1.6	32.8
	24	3	4.7	4.7	37.5
	25	1	1.6	1.6	39.1
	26	7	10.9	10.9	50.0
	27	3	4.7	4.7	54.7
	28	6	9.4	9.4	64.1
	29	2	3.1	3.1	67.2
	30	1	1.6	1.6	68.8
	31	1	1.6	1.6	70.3
	32	3	4.7	4.7	75.0
	34	2	3.1	3.1	78.1
	35	3	4.7	4.7	82.8
	36	1	1.6	1.6	84.4
	37	1	1.6	1.6	85.9
	38	3	4.7	4.7	90.6
	39	3	4.7	4.7	95.3
	40	1	1.6	1.6	96.9
	41	1	1.6	1.6	98.4
	42	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	27.375	STD DEV	7.267		

ORGPE O R G Physical Environment Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	7	10.9	10.9	10.9
	11	4	6.3	6.3	17.2
	13	2	3.1	3.1	20.3
	14	2	3.1	3.1	23.4
	15	2	3.1	3.1	26.6
	16	3	4.7	4.7	31.3
	17	1	1.6	1.6	32.8
	18	1	1.6	1.6	34.4
	19	1	1.6	1.6	35.9
	20	3	4.7	4.7	40.6
	21	5	7.8	7.8	48.4
	22	2	3.1	3.1	51.6
	24	1	1.6	1.6	53.1
	25	2	3.1	3.1	56.3
	26	5	7.8	7.8	64.1
	27	4	6.3	6.3	70.3
	28	2	3.1	3.1	73.4
	29	4	6.3	6.3	79.7
	30	4	6.3	6.3	85.9
	31	2	3.1	3.1	89.1
	32	4	6.3	6.3	95.3
	35	1	1.6	1.6	96.9
	36	2	3.1	3.1	100.0
	TOTAL	64	100.0	100.0	
MEAN	22.031	STD DEV	7.871		
VALID CASES	64	MISSING CASES	0		

PSQVS P S R Vocational Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	3	4.7	4.7	4.7
	11	7	10.9	10.9	15.6
	12	7	10.9	10.9	26.6
	13	3	4.7	4.7	31.3
	14	2	3.1	3.1	34.4
	15	6	9.4	9.4	43.8
	16	4	6.3	6.3	50.0
	17	7	10.9	10.9	60.9
	18	7	10.9	10.9	71.9
	19	3	4.7	4.7	76.6
	20	3	4.7	4.7	81.3
	21	3	4.7	4.7	85.9
	22	5	7.8	7.8	93.8
	23	2	3.1	3.1	96.9
	24	1	1.6	1.6	98.4
	27	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	16.313	STD DEV	4.136		
VALID CASES	64	MISSING CASES	0		

PSQPSY P S R Psychological Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	3.1	3.1	3.1
	11	2	3.1	3.1	6.3
	12	2	3.1	3.1	9.4
	14	1	1.6	1.6	10.9
	15	4	6.3	6.3	17.2
	16	4	6.3	6.3	23.4
	17	1	1.6	1.6	25.0
	18	7	10.9	10.9	35.9
	19	4	6.3	6.3	42.2
	20	6	9.4	9.4	51.6
	21	1	1.6	1.6	53.1
	22	5	7.8	7.8	60.9
	23	4	6.3	6.3	67.2
	24	1	1.6	1.6	68.8
	25	4	6.3	6.3	75.0
	27	1	1.6	1.6	76.6
	28	2	3.1	3.1	79.7
	29	4	6.3	6.3	85.9
	30	1	1.6	1.6	87.5
	31	3	4.7	4.7	92.2
	33	2	3.1	3.1	95.3
	34	1	1.6	1.6	96.9
	36	1	1.6	1.6	98.4
	37	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	21.641	STD DEV	6.637		
VALID CASES	64	MISSING CASES	0		

PSQIS P S R Interpersonal Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	2	3.1	3.1	3.1
	11	2	3.1	3.1	6.3
	12	4	6.3	6.3	12.5
	13	2	3.1	3.1	15.6
	14	3	4.7	4.7	20.3
	15	2	3.1	3.1	23.4
	16	5	7.8	7.8	31.3
	17	3	4.7	4.7	35.9
	18	2	3.1	3.1	39.1
	19	2	3.1	3.1	42.2
	20	2	3.1	3.1	45.3
	21	2	3.1	3.1	48.4
	22	3	4.7	4.7	53.1
	23	4	6.3	6.3	59.4
	24	2	3.1	3.1	62.5
	25	4	6.3	6.3	68.8
	26	4	6.3	6.3	75.0
	27	1	1.6	1.6	76.6
	28	4	6.3	6.3	82.8
	29	4	6.3	6.3	89.1
	32	2	3.1	3.1	92.2
	34	2	3.1	3.1	95.3
	35	2	3.1	3.1	98.4
	38	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	21.563	STD DEV	7.176		
VALID CASES	64	MISSING CASES	0		

FSQPHS P S R Physical Strain Score

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	10	3	4.7	4.7	4.7
	11	3	4.7	4.7	9.4
	12	4	6.3	6.3	15.6
	13	1	1.6	1.6	17.2
	14	1	1.6	1.6	18.8
	15	2	3.1	3.1	21.9
	16	3	4.7	4.7	26.6
	17	6	9.4	9.4	35.9
	18	1	1.6	1.6	37.5
	19	1	1.6	1.6	39.1
	20	2	3.1	3.1	42.2
	21	2	3.1	3.1	45.3
	22	5	7.8	7.8	53.1
	23	4	6.3	6.3	59.4
	24	3	4.7	4.7	64.1
	25	2	3.1	3.1	67.2
	26	2	3.1	3.1	70.3
	27	2	3.1	3.1	73.4
	28	5	7.8	7.8	81.3
	29	2	3.1	3.1	84.4
	30	1	1.6	1.6	85.9
	33	1	1.6	1.6	87.5
	35	1	1.6	1.6	89.1
	36	3	4.7	4.7	93.8
	37	1	1.6	1.6	95.3
	38	1	1.6	1.6	96.9
	40	1	1.6	1.6	98.4
	46	1	1.6	1.6	100.0
	TOTAL	64	100.0	100.0	
MEAN	22.375	STD DEV	8.394		
VALID CASES	64	MISSING CASES	0		

FACTOR MATRIX:

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4
MBIPA	-.33205	.31822	.55047	.03935
MBIEE	.79827	.21201	.02721	.23573
MBIDEP	.68419	.18600	.03695	.20192
JDIPJ	-.68491	-.11493	.43544	.00191
JDIPP	-.24351	-.14978	.03618	.14267
JDIOF	-.34403	-.08042	.11363	.66362
JDISFJ	-.51428	-.06762	-.25940	.45606
JDIPPJ	-.54723	-.09738	-.15054	.36352
JDIJIG	-.71602	-.25632	.15736	.07696
ORGRD	.55353	.40072	.33307	-.13851
ORGR1	.63815	.03888	-.39666	-.25059
ORGRA	.50846	-.16300	.08228	-.26251
ORGRB	.74949	.15597	-.09249	-.20635
ORGR	.43203	.39169	.56844	.16333
ORQPE	.61024	.26988	.35697	-.04769
PSQVS	.74462	.00172	-.25828	.14460
PSQPSY	.82212	.08567	-.11715	.32877
PSQIS	.68508	.05605	-.04649	.26881
PSQPHS	.72074	.12862	-.03941	.37248
SPGA	-.44391	.70206	-.14924	-.06020
SPSSI	-.28993	.66867	-.07512	.04650
SPSROW	-.48255	.44339	-.15609	-.08966
SF3RA	-.37431	.66321	-.22518	-.03567
SPSG	-.50158	.60617	-.25525	.02385
SPSQFN	-.19653	.62652	.03240	.06921
LOCIE	.36109	-.07685	-.02430	.13301

FINAL STATISTICS:

VARIABLE	COMMUNALITY	FACTOR	EIGENVALUE	PCT OF VAR	CUM PCT
MBIPA	.51609	1	3.32577	32.0	32.0
MBIEE	.73849	2	3.11123	12.0	44.0
MBIDEP	.54485	3	1.51176	6.2	50.2
JDIPJ	.67191	4	1.50527	5.8	56.0
JDIPP	.19340				
JDIOF	.57813				
JDISFJ	.54433				
JDIPPJ	.45725				
JDIJIG	.44908				
ORGRD	.44111				

Factor 1 = Stress/Strain

Factor 2 = Social Support

Factor 3 = Personal Accomplishment
and Responsibility

Factor 4 = Opportunity for Promotion

APPENDIX K

FACTOR ANALYSIS

INITIAL STATISTICS

ANALYSIS NUMBER 1 LISTWISE DELETION OF CASES WITH MISSING VALUES

EXTRACTION 1 FOR ANALYSIS 1, PRINCIPAL-COMPONENTS ANALYSIS (PC)

INITIAL STATISTICS:

VARIABLE	COMMUNALITY	*	FACTOR	EIGENVALUE	PCT OF VAR	CUM PCT
MBIPA	1.00000	*	1	8.32577	32.0	32.0
MBIEE	1.00000	*	2	3.11128	12.0	44.0
MBIDEP	1.00000	*	3	1.61176	6.2	50.2
JDIPIJ	1.00000	*	4	1.50527	5.8	56.0
JDIIPP	1.00000	*	5	1.14538	4.4	60.4
JDIQIP	1.00000	*	6	.98461	3.8	64.2
JDIISPJ	1.00000	*	7	.89468	3.4	67.6
JDIIPPJ	1.00000	*	8	.87602	3.4	71.0
JDIJIC	1.00000	*	9	.77653	3.0	74.0
ORGRD	1.00000	*	10	.75277	2.9	76.9
ORGRI	1.00000	*	11	.65573	2.5	79.4
ORGRA	1.00000	*	12	.60367	2.3	81.7
ORGRS	1.00000	*	13	.51426	2.0	83.7
ORQR	1.00000	*	14	.48143	1.9	85.5
ORQPE	1.00000	*	15	.46974	1.8	87.3
PSQVS	1.00000	*	16	.42921	1.7	89.0
PSQPSY	1.00000	*	17	.41734	1.6	90.6
PSQIS	1.00000	*	18	.35532	1.4	92.0
PSQPHS	1.00000	*	19	.33857	1.3	93.3
SPSA	1.00000	*	20	.31904	1.2	94.5
SPSSI	1.00000	*	21	.30057	1.2	95.6
SPSRDW	1.00000	*	22	.27235	1.0	96.7
SPSRA	1.00000	*	23	.26555	1.0	97.7
SPSG	1.00000	*	24	.25027	1.0	98.7
SPSOFN	1.00000	*	25	.20080	.8	99.5
LOCIE	1.00000	*	26	.14208	.5	100.0

APPENDIX LFACTOR ANALYSISROTATED FACTOR MATRIX

VARIABLE	COMMUNALITY	* FACTOR	EIGENVALUE	PCT OF VAR	CUM PCT
ORQRI	.62889	*			
ORGRA	.36078	*			
ORGRB	.63719	*			
ORQR	.68987	*			
ORQPE	.57493	*			
PSQVS	.64208	*			
PSQPSY	.80504	*			
PSQIS	.54690	*			
PSQPHS	.67631	*			
SPSA	.71585	*			
SPSSI	.53898	*			
SPSROW	.46186	*			
SPSRA	.63194	*			
SPSG	.68475	*			
SPSOFN	.43700	*			
LOCIE	.15458	*			

VARIMAX ROTATION 1 FOR EXTRACTION 1 IN ANALYSIS 1 - KAISER NORMALIZATION.

VARIMAX CONVERGED IN 6 ITERATIONS.

ROTATED FACTOR MATRIX:

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4
MBIPA	-.32574	.24930	.13529	.57404
MBIEE	.78560	-.10475	-.22677	.24275
MBIDEP	.67037	-.08976	-.19524	.22200
JDIPJ	-.68749	.02173	.35759	.26633
JDIPP	-.16449	-.05641	.26882	-.02989
JDIOF	.01043	.01951	.74886	.12984
JDISPJ	-.11791	.19587	.65041	-.26274
JDIPPJ	-.22780	.15091	.59361	-.19158
JDIJIG	-.62742	-.01578	.46290	-.03001
ORQRO	.36212	.06620	-.46257	.49760
ORQRI	.49820	-.08338	-.53222	-.30079
ORGRA	.20802	-.35014	-.43866	.04991
ORGRE	.54780	-.10361	-.56987	.04024
ORQR	.34831	.03597	-.14352	.73927
ORQPE	.41550	-.07742	-.38725	.49632
PSQVS	.73141	-.19342	-.23902	-.11217
PSQPSY	.86321	-.18577	-.13514	.08449
PSQIS	.69869	-.18270	-.11386	.11128

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4
PSQPHS	.79299	-.13194	-.05669	.16315
SPSA	-.17684	.82616	.02776	.02300
SPSSI	-.03123	.72064	.05096	.12687
SPSROW	-.27879	.61151	.07127	-.07147
SPSRA	-.09710	.79783	.02214	-.02666
SPSG	-.17120	.79092	.14551	-.09223
SPSDFN	.01332	.61968	.03351	.22735
LOCIE	.33969	-.19116	-.04687	.02116

FACTOR TRANSFORMATION MATRIX:

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4
FACTOR 1	.78596	-.35823	-.48484	.13738
FACTOR 2	.22736	.39117	-.19304	.34184
FACTOR 3	-.28479	-.27835	.00392	.91728
FACTOR 4	.49948	-.00066	.85302	.15122

4 PC EXACT FACTOR SCORES WILL BE SAVED WITH FOOTNAME: PASSONE

FOLLOWING FACTOR SCORES WILL BE ADDED TO THE ACTIVE FILE:

NAME	LABEL
PASSONE1	REGR FACTOR SCORE 1 FOR ANALYSIS :
PASSONE2	REGR FACTOR SCORE 2 FOR ANALYSIS :
PASSONE3	REGR FACTOR SCORE 3 FOR ANALYSIS :
PASSONE4	REGR FACTOR SCORE 4 FOR ANALYSIS :

Factor 1 = Stress/Strain

W

Factor 2 = Social Support

Factor 3 = Job Satisfaction

Factor 4 = Personal Accomplishment
and Responsibility

FACTOR ANALYSIS

CORRELATION MATRIX

ANALYSIS NUMBER 1 LISTWISE DELETION OF CASES WITH MISSING VALUES										
CORRELATION MATRIX:										
SEX1	AGE	RACE1	MARITAL1	MARITAL2	DEGREE	DISP1	DISP2	DISP3	LENGTH	CAREER
SEX1	1.00000									
AGE	-.05040	1.00000								
RACE1	.15744	-.02845	1.00000							
MARITAL1	.10797	-.07433	-.31411	1.00000						
MARITAL2	-.10639	-.01580	.13833	-.07066	1.00000					
DEGREE	.14039	-.18223	.13833	-.15023	-.08517	1.00000				
DISP1	.39013	.16323	.19260	.15023	-.07360	-.17458	1.00000			
DISP2	-.42301	-.31320	-.05638	.05016	-.08720	-.15476	-.01587	1.00000		
LENGTH	.02044	.52418	.33245	.12869	-.05335	-.00428	-.06859	.04951	1.00000	
CAREER	.00967	.56663	.33650	.14434	.06070	.07798	.10143	.18245	.70192	1.00000
SHIFTS1	.42389	-.01845	.00828	.01959	.01939	.02377	.19695	.45308	.03915	.03226
GOALS1	.20533	.10218	.24655	-.07876	.06070	.02034	.06859	.18245	.07838	.09297
GOALS2	.12133	-.09236	.12577	-.04033	.01939	-.02514	.11861	.06591	.05879	.00889
GOALS3	-.00603	-.11212	.05586	-.01626	.01939	.02377	-.06419	.02989	-.09447	-.16272
AREA1	-.01388	.21808	.00285	-.07769	-.02034	-.02514	.11861	.24170	-.09447	-.16272
AREA2	.02676	.15752	.16510	.03756	-.09564	.14710	-.27234	.04632	.12470	.03102
AREA3	.07609	-.07111	.05510	.00391	.09125	.15534	.10530	-.02583	-.11078	-.11464
MBIPA	.19029	.12026	-.14227	.06108	.08715	.11231	.14027	.12395	.05332	.10851
MBTEE	.08124	.15111	.14211	.03927	.04909	-.05444	.06072	-.12052	.07481	.10804
MBIDEP	.20085	-.28779	.20480	.01072	.09889	.04680	.07356	-.22877	.00451	-.02528
JDIPJ	.07375	.17937	-.14335	.01793	.04076	.02407	.06626	-.03380	.02942	.02967
JDIPP	-.08139	.09334	-.00817	-.03208	-.00305	-.03640	-.03653	-.01590	.16277	.12371
JDIOF	.16880	-.22480	.27176	.13897	-.05649	.32575	-.09303	-.10342	-.18501	-.17824
JDISPJ	.02440	.01673	.04734	-.01421	-.07308	.19213	-.14860	.14928	-.08255	-.08638
JDIPPJ	.00776	.02701	.08267	.04324	-.04902	.10920	.14372	.10276	-.11029	-.10412
JDITJC	-.07701	.11625	-.08929	-.01523	-.04093	.12907	-.11528	.12252	-.03268	-.03591
QRGR0	.09349	.06834	-.08929	-.01437	.15393	-.09360	.06572	-.19221	.17384	.12891
QRGR1	-.05093	.04926	-.00408	.01437	.15393	-.09360	.06572	-.19221	.17384	.12891
QRGR2	-.05037	-.09711	.01520	.05256	.14257	-.05757	.03727	.03351	.05027	.01203
QRGR3	.09604	-.00875	.05197	-.01571	.12451	-.07950	.12952	-.05006	.08549	.07490
QRGR4	.00900	-.04903	.15976	.00165	.17047	-.07642	.10072	.15365	-.06813	-.11988
QRGR5	.19003	.10572	.04641	-.05536	.12569	.00636	.19205	.36035	.19572	.15970
QRGR6	-.02327	.12665	.00574	.11725	.03129	.19357	.18572	.25289	.07549	.11475
QRGR7	-.06417	.12665	.00574	.11725	.03129	.19357	.18572	.25289	.07549	.11475
QRGR8	.04199	-.07231	.14260	-.08511	.04872	-.02493	-.01197	-.04839	-.02162	.01505
QRGR9	.00312	.07702	.16559	-.00454	-.04028	.03928	-.00452	.11723	-.00710	-.03807
QRGR10	.07511	.02984	.06456	.07333	.03071	-.00698	.04207	.08347	.03851	-.03403
QRGR11	-.05676	.01555	.11146	.07091	-.01196	.01424	.02765	-.02306	-.03064	.00670
QRGR12	-.08455	.00486	-.17996	.03699	.05321	.00400	-.04829	.03623	.03169	.01038
QRGR13	.06281	.11399	-.06411	-.07815	.03051	.05620	-.08616	-.01921	-.01431	-.05205
QRGR14	-.07790	-.04863	-.15947	-.00269	.00838	-.04336	-.08679	.17416	.05089	.07226

Dummy Coding Used in Regression Analysis

```

 9 0      if (sex eq 1) sex1 = 1
10 0      if (sex ne 1) sex1 = 0
11 0      if (race eq 5) race1 = 1
12 0      if (race ne 5) race1 = 0
13 0      if (marital eq 1) marital1 = 1
14 0      if (marital ne 1) marital1 = 0
15 0      do if (marital eq 3 or marital eq 4 or marital eq 9)
16 1      compute marital2 = 1
17 1      else
18 1      compute marital2 = 0
19 1      end if
20 0      if (disp eq 2) disp1 = 1
21 0      if (disp ne 2) disp1 = 0
22 0      if (disp eq 3) disp2 = 1
23 0      if (disp ne 3) disp2 = 0
24 0      if (disp eq 9) disp3 = 1
25 0      if (disp ne 9) disp3 = 0
26 0      if (shifts eq 1) shifts1 = 1
27 0      if (shifts ne 1) shifts1 = 0
28 0      if (goals eq 2) goals1 = 1
29 0      if (goals ne 2) goals1 = 0
30 0      if (goals eq 3) goals2 = 1
31 0      if (goals ne 3) goals2 = 0
32 0      do if (goals eq 4 or goals eq 9)
33 1      compute goals3 = 1
34 1      else
35 1      compute goals3 = 0
36 1      end if
37 0      if (area eq 2) area1 = 1
38 0      if (area ne 2) area1 = 0
39 0      if (area eq 3) area2 = 1
40 0      if (area ne 3) area2 = 0
41 0      do if (area eq 4 or area eq 5)
42 1      compute area3 = 1
43 1      else
44 1      compute area3 = 0
45 1      end if
46 1
47 0      factor variables = sex1 age race1 marital1 marital2
48 0                          degree disp1 disp2 disp3 length career shifts1
49 0                          goals1 goals2 goals3 area1 area2 area3
50 0                          mbipa to locie
51 0      /print = correlation
52 0      /format = blank (.4)
53 0      /criteria = factors (6)
54 0      /save = (all dummy)
55 0

```

DUMMY CODING TRANSLATED

Sex 1 = Male (v. Female)
Age = Actual Age (Young v. Old)
Race 1 = White (v. Non-White)
Marital 1 = Single
Marital 2 = Divorced, Widowed, Separated
(Control = Married)
Degree = Highest Degree Obtained
DISP 1 = Fire/Ambulance Dispatchers
DISP 2 = Dual Dispatchers
DISP 3 = Clerks
(Control = Police Dispatchers)
Length = Length of Time on Job (Actual)
Career = Length of Time in Career (Actual)
Shift 1 = Shiftwork Detail
Goals 1 = Become a Police Officer
Goals 2 = Become a Supervisor
Goals 3 = Helping Profession
(Control = Wishing to Leave Job)
Area 1 = Urban/Suburban
Area 2 = Suburban
Area 3 = Rural/Rural Center
(Control = Urban)

SPSRA	-.05051	-.10768	.10377	-.02153	-.07624	.04130	.11838	-.10267	.01054	-.05644	-.04672
SFSC	-.01609	-.05394	.02907	-.02159	-.05531	.00756	.12350	-.18514	.05016	-.11439	-.06594
SFSDFN	-.11671	-.06912	.01804	-.20653	-.05184	.16988	.03821	-.06038	-.05061	-.04325	-.10007
LOCIE	-.02234	-.21753	.00457	.04478	-.05942	-.05705	.05539	-.09285	.03571	-.22830	-.11190
SHIFTS1	GOALS1	GOALS2	GOALS3	AREA1	AREA2	AREA3	MBIPA	MBIEE	MBIDEP	JDIPJ	
1.00000											
GOALS1	1.00000										
GOALS2	-.23689	1.00000									
GOALS3	-.00253	-.39138	1.00000								
AREA1	.07321	.04011	-.03988	1.00000							
AREA2	-.04672	-.13012	-.01587	-.49145	1.00000						
AREA3	.08898	.06041	-.15097	.09048	-.27518	1.00000					
MBIPA	.11722	.05047	.17343	-.20071	-.14000	.04044	1.00000				
MBIEE	.07555	.05396	.04253	.16430	-.19856	-.17860	-.26844	1.00000			
MBIDEP	.18006	.12824	.00002	.11119	.17486	-.13667	-.18735	-.70987	1.00000		
JDIPJ	.08984	-.00699	.06576	-.24544	-.16300	.08954	.27837	.38636	-.70987	1.00000	
JDIPJ	.07756	-.05186	-.08804	-.00255	.00885	.10478	-.07855	-.00377	-.16714	.23139	
JDIPJ	.07460	.11698	.09604	-.03148	.05758	.07256	.03726	-.18386	-.16714	.23139	
JDIPJ	-.07765	.02390	-.14218	-.00894	-.06177	.03748	.14315	.04379	-.35020	.28101	
JDIPJ	.11386	.00773	-.13584	-.01177	-.18884	.17934	.14985	.10132	-.34381	.36034	
JDIPJ	-.05167	-.01302	.01311	-.21919	-.17694	.20528	.21666	.19967	-.63470	.51263	
JDIPJ	-.17778	.04473	.08577	-.14424	-.01701	-.14255	.04092	.48425	.40188	.61588	
JDIPJ	-.04890	.00351	.02765	.09314	-.04240	.16300	-.24794	.42861	-.37882	.26773	
JDIPJ	.09587	-.01024	.09035	.13796	-.05357	.01668	-.14700	.26988	-.21898	.36889	
JDIPJ	.09758	.11511	.04976	.14570	-.14750	-.08095	-.16936	.54961	.50882	.22393	
JDIPJ	.25991	.04247	.15332	-.03207	.01113	-.06422	-.05273	.14093	.43016	.51111	
JDIPJ	.16348	.04067	.09360	.04703	.03274	-.11414	-.13869	-.03674	.38355	.29942	
JDIPJ	.00192	.06384	-.03353	.27247	.10859	-.03824	.23027	-.31138	.51365	.59477	
JDIPJ	.01114	.04575	.03939	.19230	.14980	-.03021	-.24326	.29860	.46033	.59477	
JDIPJ	.04510	.11338	.06885	.15500	.08282	-.03812	-.20275	-.25212	.52855	.57214	
JDIPJ	.00466	.02992	.03435	.15996	.17584	-.06747	-.24917	.51584	.66367	.36352	
JDIPJ	.04847	-.09993	.04596	-.08012	.01774	.13184	.22073	.51573	.51573	.44793	
JDIPJ	.03854	-.00322	.03833	-.10354	.08106	.07562	-.22152	-.20134	-.20134	.17404	
JDIPJ	-.08363	.11021	.00573	-.02297	.08106	.07562	-.22152	.22152	.20134	.17404	
JDIPJ	-.02849	-.05225	-.01048	-.04075	.02419	.12043	.22788	-.28554	-.27231	.17140	
JDIPJ	.04993	-.02989	-.00529	-.08657	-.01176	.13326	.19513	-.19161	-.15478	.12938	
JDIPJ	.14594	-.07978	.01498	-.15355	.00354	.13901	.18850	-.23026	-.20431	.18985	
JDIPJ	-.06285	-.00460	.00402	.04080	.01876	.10347	.32880	-.06327	-.03899	.07740	
JDIPJ					-.02254	-.07432	-.12552	.24057	.20566	-.26353	
JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	
1.00000	1.00000										
.22116	.27153	1.00000									
.10669											
JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	JDIPJ	

	JDIPP	JDIDP	JDISPJ	JDIPPJ	JDIJG	QRQRO	QRQRI	QRQRA	QRQRB	QRQRF	DRQPE
JDIPPJ	.15800	.30100	.47310	1.00000							
JDIJG	.19906	.25636	.37784	.42344	1.00000						
QRQRO	-.19318	-.30233	-.29648	-.31353	-.50530	1.00000					
QRQRI	-.18573	-.38006	-.27571	-.32269	-.50530	.26728	1.00000				
QRQRA	.00086	-.18346	-.41710	-.23445	-.26725	.28989	.32709	1.00000			
QRQRB	-.16285	-.31536	-.46678	-.40704	-.57126	.45966	.58854	.43439	1.00000		
DRQPE	-.05860	-.02109	-.25268	-.30519	-.33959	.55877	.05399	.17470	.28109	1.00000	
FSQVS	-.16463	-.29632	-.38485	-.38412	-.37086	.51074	.25379	.24274	.43593	.49351	1.00000
FSQPSY	-.10477	-.15850	-.25363	-.29637	-.53997	.35524	.54127	.38446	.55450	.22447	.30083
FSQIS	-.19352	-.12034	-.26435	-.37675	-.53636	.37536	.49245	.32182	.54050	.33571	.49147
FSQPHS	-.19982	-.10422	-.24140	-.28071	-.44585	.28652	.38525	.33840	.48937	.34299	.40618
SPSA	-.17423	-.13425	-.23924	-.28763	-.43931	.36259	.35981	.23151	.43970	.33504	.46789
SPSSI	.07777	.06536	.12220	.14758	.14460	-.02626	-.23624	-.26824	-.21163	-.01583	-.12569
SPSR0W	-.08334	.11601	.11053	.13015	.06343	.07314	.14591	-.21899	-.08496	.08319	-.01576
SPSR0A	.05978	.06423	.23342	.22671	.16424	-.11637	-.18030	-.34051	-.29069	-.08637	-.21350
SPSG	-.01926	.01945	.20088	.12782	.10390	-.01847	-.15973	-.25531	-.15054	-.02682	-.09199
SPSDFN	.07238	.14261	.21480	.22223	.17817	-.16632	-.25777	-.29893	-.25685	-.13033	-.21730
LOCIE	.01601	.04763	.07155	.11147	.02102	.08677	-.05406	-.13909	-.04314	.14281	-.00110
	-.17401	-.06255	-.18185	-.17194	-.18775	.08716	.13368	.10739	.21369	.05362	.25176
PSQVS											
PSQPSY	1.00000										
PSQIS	.64786	1.00000									
PSQPHS	.53983	.65782	1.00000								
SPSA	.55442	.77478	.59436	1.00000							
SPSSI	-.28021	-.32139	-.25825	-.19165	1.00000						
SPSR0W	-.17531	-.11988	-.12641	-.11799	.54519	1.00000					
SPSR0A	-.30067	-.37273	-.30453	-.31868	.44320	.48448	1.00000				
SPSG	-.24397	-.22907	-.16764	-.15912	.63151	.42301	.38778	1.00000			
SPSDFN	-.36068	-.31652	-.28599	-.25704	.70453	.46462	.38348	.67532	1.00000		
LOCIE	-.07483	-.07010	-.08416	-.09140	.45791	.38613	.27000	.37528	.39796	1.00000	
	.24478	.30966	.21475	.26248	-.20140	-.09420	-.26265	-.15391	-.18966	-.04729	1.00000

Warning # 11302
The correlation matrix is ill-conditioned.

APPENDIX NMULTIPLE REGRESSIONINITIAL STATISTICS

```

56 0      regression variables = sex1 age race1 marital1 marital2
57 0                                degree disp1 disp2 disp3 length career shifts1
58 0                                goals1 goals2 goals3 areal area2 area3
59 0                                passone1 passone2 passone3 passone4
60 0      /dependent passone1 to passone4
61 0
62 0      /stepwise
63 0

```

PASSONE 1 = Stress/Strain

PASSONE 2 = Social Support

PASSONE 3 = Job Satisfaction

PASSONE 4 = Personal Accomplishment and Achievement

* * * * * M U L T I P L E R E G R E S S I O N * * * * *
 Equation Number 1 Dependent Variable.. PASSONE1 REGR FACTOR SCORE 1 FOR
 Variable(s) Entered on Step Number 2.. AREA3
 Multiple R .42349
 R Square .17933
 Adjusted R Square .17279
 Standard Error .90951
 Analysis of Variance
 Regression DF 2
 Residual 251
 Total 253
 Sum of Squares 45.37138
 Mean Square 22.68569
 F 27.42448 Signif F = .0000

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
AGE	-.027328	.004769	-.328455	-5.730	.0000
AREA3	-.915354	.179901	-.291677	-5.088	.0000
(Constant)	1.045802	.176487		5.926	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.016427	.018052	.989579	.285	.7755
RACE1	.002885	.003183	.994081	.050	.9599
MARITAL1	.117257	.111652	.742582	1.776	.0769
MARITAL2	.034293	.037114	.956377	.587	.5576
DEGREE	-.018288	.019931	.974768	-.315	.7529
DISP1	.050015	.052948	.919732	.838	.4026
DISP2	-.036810	.040403	.984170	-.639	.5232
DISP3	-.038271	.040998	.937631	-.649	.5171
LENGTH	.071112	.066599	.719803	1.055	.2923
CAREER	.105271	.095357	.673372	1.513	.1311
SHIFTS1	.063595	.069917	.987256	1.108	.2688
GOALS1	-.003628	.003815	.906369	-.060	.9519
GOALS2	-.038937	.042444	.973267	-.672	.5024
GOALS3	.248778	.271939	.980587	4.468	.0000
AREA1	.058768	.060422	.867514	.957	.3394
AREA2	-.110330	-.117259	.926997	-1.867	.0631

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PASSONE1 REGR FACTOR SCORE 1 FOR

Variable(s) Entered on Step Number 3.. GOALS3

Multiple R	.48992	Analysis of Variance	DF	Sum of Squares	Mean Square
R Square	.24002	Regression	3	60.72565	20.24188
Adjusted R Square	.23090	Residual	250	192.27435	.76910
Standard Error	.87698	F =	26.31901	Signif F =	.0000

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
AGE	-.025129	.004625	-.302030	-5.433	.0000
AREA3	-.980100	.174072	-.312308	-5.630	.0000
GOALS3	.560761	.125503	.248778	4.468	.0000
(Constant)	.827340	.177060		4.673	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.017700	.020212	.980560	.319	.7500
RACE1	.040527	.045946	.958798	.726	.4687
MARITAL1	.067885	.066067	.719812	1.045	.2971
MARITAL2	.033012	.037126	.945770	.586	.5582
DEGREE	-.065011	-.072439	.943566	-1.146	.2529
DISP1	.034191	.039608	.919490	.942	.3470
DISP2	-.017992	-.020462	.974867	-.323	.7470
DISP3	-.033681	-.059651	.924654	-.943	.3466
LENGTH	.069015	.067165	.718563	1.062	.2892
CAREER	.076958	.072101	.665181	1.141	.2551
SHIFTS1	.066581	.074060	.980293	1.204	.2298
GOALS1	.080455	.084566	.839613	1.339	.1817
GOALS2	.045769	.069870	.833331	1.089	.2771
AREA1	.070437	.075184	.865865	1.190	.2353
AREA2	-.115735	-.127793	.926581	-2.033	.0431

*** MULTIPLE REGRESSION ***

Equation Number 1 Dependent Variable.. PASSONE1 REGR FACTOR SCORE 1 FOR

Variable(s) Entered on Step Number 4.. AREA2

Multiple R	.50243	Analysis of Variance	DF	Sum of Squares	Mean Square
R Square	.25243	Regression	4	63.86567	15.96642
Adjusted R Square	.24042	Residual	249	189.13433	.75958
Standard Error	.87154				

F = 21.02018 Signif F = .0000

----- Variable. in the Equation -----

Variable	B	SE B	Beta	T	Sig T
AGE	-.023742	.004647	-.285361	-5.109	.0000
AREA3	-1.060655	.177470	-.337977	-5.977	.0000
GOALS3	-.560668	.124751	-.251132	-4.538	.0000
AREA2	-.254208	.125028	-.115735	-2.033	.0431
(Constant)	.861405	.176757		4.873	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.019723	.022705	.926280	.358	.7209
RACE1	.062567	.070377	.897240	1.111	.2676
MARITAL1	.079472	.077707	.714736	1.227	.2208
MARITAL2	.034062	.038622	.926502	.609	.5433
DEGREE	-.072643	-.081445	.922792	-1.287	.1993
DISP1	.086220	.092949	.868610	1.470	.1428
DISP2	-.050078	-.055506	.865725	-.875	.3822
DISP3	-.053024	-.059406	.906256	-.937	.3496
LENGTH	.073241	.071830	.709898	1.134	.2578
CAREER	.064341	.060493	.644746	.954	.3408
SHIFTS1	.087033	.098916	.903166	1.565	.1188
GOALS1	.082489	.087408	.839383	1.382	.1683
GOALS2	.044583	.046247	.804416	.729	.4666
AREA1	.001352	.001185	.573742	.019	.9851

End Block Number 1 PIN = .050 Limits reached.

***** MULTIPLE REGRESSION *****

Equation Number 2 Dependent Variable.. PASSONE2 REGR FACTOR SCORE 2 FOR

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. DISP2

Multiple R	.12893	Analysis of Variance	DF	Sum of Squares	Mean Square
R Square	.01662	Regression	1	4.20586	4.20586
Adjusted R Square	.01272	Residual	252	248.79414	.98728
Standard Error	.99362	F =	4.26005	Signif F =	.0400

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
DISP2	-.296399	.143605	-.128934	-2.064	.0400
(Constant)	.074683	.072085		1.036	.3012

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.010501	.010510	.985033	.167	.8679
AGE	-.043259	-.043613	.999537	-.692	.4898
RACE1	.044834	.045139	.996821	.716	.4747
MARITAL1	-.116077	-.116977	.998682	-1.866	.0632
MARITAL2	-.049969	-.050326	.997484	-.798	.4254
DEGREE	.073772	.074389	.999882	1.182	.2384
DISP1	.027553	.028553	.913288	.421	.6742
DISP3	-.002793	-.002695	.915375	-.043	.9660
LENGTH	-.017548	-.017694	.999748	-.280	.7794
CAREER	-.018300	-.018426	.996980	-.292	.7705
SHIFT61	.047914	.047926	.983890	.760	.4479
GOALS1	-.058876	-.059232	.995296	-.940	.3481
GOALS2	.018459	.018518	.989711	.293	.7694
GOALS3	-.030382	-.030574	.995880	-.485	.6284
AREA1	-.077324	-.077424	.985932	-1.230	.2197
AREA2	-.044274	-.042959	.925832	-.681	.4964
AREA3	.128312	.128673	.988911	2.056	.0409

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PASSONE1 REG. FACTOR SCORE 2 FOR

Variable(s) Entered on Step Number 2... AREA3

Multiple R	.18140	Analysis of Variance	DF	Sum of Squares	Mean Square
R Square	.03291	Regression	2	8.32508	4.16254
Adjusted R Square	.02520	Residual	251	244.67492	.97480
Standard Error	.98732				

F = 4.27014 Signif F = .0150

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
DISP1	-.327421	.143420	-.142442	-2.282	.0233
AREA3	.402676	.195887	.129312	2.056	.0409
(Constant)	.036535	.073693		.494	.6219

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.022272	.022386	.971820	.354	.7236
AGE	-.034597	-.035078	.984170	-.555	.5794
RACE1	.047279	.047991	.985577	.760	.4482
MARITAL1	-.124083	-.125871	.985435	-2.006	.0459
MARITAL2	-.048790	-.049549	.986354	-.784	.4336
DEGREE	.062455	.063230	.980373	1.002	.3174
DISP1	.001427	.001360	.878174	.021	.9829
DISP3	-.003523	-.003427	.905783	-.054	.9568
LENGTH	.003156	.003188	.976262	-.050	.9598
CAREER	-.004343	-.004392	.977026	-.069	.9448
SHIFTS1	.038378	.038475	.974782	.609	.5430
GOALS1	.065922	.066790	.955025	-1.058	.2910
GOALS2	.040492	.040418	.962508	.640	.5230
GOALS3	-.040327	-.040375	.979416	-.692	.4893
AREA1	.040525	.040599	.902352	.666	.5059
AREA2	.031715	.031821	.994769	-.259	.7961

***** MULTIPLE REGRESSION *****

Equation Number 2 Dependent Variable.. PASSNEC REGR FACTOR SCORE 2 FOR

Variable(s) Entered on Step Number 3.. MARITAL1

Multiple R	.21961	Analysis of Variance	DF	Sum of Squares	Mean Square
R Square	.04923	Regression	3	12.20162	4.06721
Adjusted R Square	.03681	Residual	250	240.79838	.96319
Standard Error	.98142				
		F =	4.22263	Signif F =	.0062

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
DISP2	-.339606	.142764	-.147729	-2.379	.0181
AREA3	.425877	.195061	.135705	2.183	.0299
MARITAL1	-.255935	.127575	-.124083	-2.006	.0459
(Constant)	.132670	.087784		1.511	.1320

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.037760	.037984	.963103	.600	.5492
AGE	-.130468	-.115144	.741326	-1.829	.0686
RACE1	.038615	.039410	.984132	.622	.5343
MARITAL2	-.097078	-.094388	.897733	-1.496	.1359
DEGREE	.080538	.081452	.973492	1.290	.1984
DISP1	.026444	.024973	.848858	.394	.6938
DISP3	-.016374	-.015980	.901441	-.252	.8011
LENGTH	-.049350	-.047472	.880709	-.750	.4540
CAREER	-.052017	-.049853	.874230	-.788	.4317
SHIFTS1	.039344	.039883	.973169	.630	.5294
GOALS1	-.037475	-.037077	.931689	-.585	.5588
GOALS2	.026360	.026343	.950579	.416	.6779
GOALS3	-.018391	-.018319	.944321	-.289	.7727
AREA1	-.041017	-.039928	.901445	-.631	.5289
AREA2	-.018511	-.017846	.894668	-.282	.7784

End Electy Number 1 PIN = .050 Limits reached.

***** MULTIPLE REGRESSION *****

Equation Number 3 Dependent Variable.. PASSONE3 REGR FACTOR SCORE 3 FOR

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. DISP1

Multiple R	.29113	Analysis of Variance			
R Square	.08476		DF	Sum of Squares	Mean Square
Adjusted R Square	.08113	Regression	1	21.44359	21.44359
Standard Error	.95858	Residual	252	231.55641	.91887
		F =	23.33679	Signif F =	.0000

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
DISP1	.720092	.149062	.291131	4.831	.0000
(Constant)	-.147420	.067445		-2.186	.0298

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	-.030421	-.029278	.847801	-.464	.6430
AGE	-.055652	-.056364	.938802	-.894	.3720
RACE1	-.015202	-.015677	.973357	-.248	.8040
MARITAL1	.129254	.132577	.962906	2.119	.0351
MARITAL2	-.012223	-.012631	.977431	-.200	.8415
DEGREE	-.174948	-.182204	.992746	-2.936	.0036
DISP2	-.086124	-.086032	.913288	-1.368	.1725
DISP3	.092534	.093543	.935327	1.489	.1379
LENGTH	-.113428	-.116743	.969523	-1.862	.0637
CAREER	-.089552	-.092479	.976048	-1.471	.1424
SHIFTS1	-.072742	-.072525	.909772	-1.152	.2504
GOALS1	.071654	.074898	.999982	1.190	.2351
GOALS2	-.083937	-.087470	.993519	-1.351	.1854
GOALS3	-.067005	-.070319	.999435	-1.112	.2671
AREA1	.025190	.026312	.999368	.417	.6755
AREA2	.061200	.063175	.979351	1.004	.3161
AREA3	.035715	.036879	.975271	.555	.5793

***** MULTIPLE REGRESSION *****

Equation Number 3 Dependent Variable.. PASSONE3 REGR FACTOR SCORE 3 FOR

Variable(s) Entered on Step Number 1... DEGREE Highest degree received

Multiple R	.33933	Analysis of Variance	DF	Sum of Squares	Mean Square
R Square	.11514	Regression	2	29.13090	14.56545
Adjusted R Square	.10809	Residual	251	223.86910	.89191
Standard Error	.94441				

F = 16.33065 Signif F = .0000

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig. T
DISP1	.756948	.147394	.306031	5.136	.0000
DEGREE	-.273781	.093256	-.174948	-2.936	.0036
(Constant)	.263251	.154864		1.700	.0904

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig. T
SEX1	-.008421	-.006187	.632232	-.129	.8971
AGE	-.078215	-.079989	.925455	-1.269	.2057
RACE1	-.053809	-.055229	.932199	-.875	.3826
MARITAL1	.153911	.159292	.947807	2.551	.0113
MARITAL2	-.022658	-.023773	.971844	-.376	.7072
DISP2	-.083419	-.084739	.906568	-1.345	.1799
DISP3	.082704	.084897	.930953	1.347	.1791
LENGTH	-.127170	-.132753	.964254	-2.118	.0352
CAREER	-.096912	-.101699	.970116	-1.616	.1073
SHIFTS1	-.059484	-.060148	.904743	-.953	.3416
GOALS1	.082647	.087694	.989017	1.392	.1652
GOALS2	-.081705	-.086587	.986918	-1.374	.1706
GOALS3	-.034193	-.035637	.954728	-.564	.5734
AREA1	.022012	.023389	.921168	.370	.7118
AREA2	.042369	.044281	.966575	.701	.4841
AREA3	.056016	.059360	.955729	.829	.4079

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***** MULTIPLE REGRESSION *****
Equation Number 3   Dependent Variable... PASSEDNE3   REGR FACTOR SCORE   3 FOR
Variable(s) Entered on Step Number 3..   MARITAL1

Multiple R          .37094
R Square           .13759
Adjusted R Square   .12725
Standard Error      .93421

Analysis of Variance
Regression          3      34.81132
Residual            250    218.18869
Sum of Squares
Mean Square
F = 13.29557      Signif F = .0000

----- Variables in the Equation -----
Variable      B      SE B      Beta      T      Sig T
DISP1         .687626    .148313    .278005    4.636    .0000
DEGREE        -.303485    .092981   -.193929   -3.264    .0013
MARITAL1      .317458    .124435    .153911    2.551    .0113
(Constant)    .204083    .154938
DISP1         .687626    .148313    .278005    4.636    .0000
DEGREE        -.303485    .092981   -.193929   -3.264    .0013
MARITAL1      .317458    .124435    .153911    2.551    .0113
(Constant)    .204083    .154938

----- Variables not in the Equation -----
Variable      Beta In Partial   Min Toler      T      Sig T
SEX1          -.012038   -.011851    .924752    -.187    .8518
AGE           -.005711   -.005210    .717773    -.082    .9345
RACE1         -.040763   -.042223    .922636    -.667    .5055
MARITAL2      .023220   .023622    .868440    .373    .7096
DISP2         -.086599   -.089089    .876869   -1.411    .1594
DISP3         -.087256   -.090690    .903797   -1.437    .1520
LENGTH       -.089089   -.089767    .860645   -1.422    .1562
CAREER        -.034638   -.053141    .854368   -.871    .3844
SHIFT81       -.049766   -.050871    .872700   -.804    .4223
GOALS1        .048551   .050567    .990063    .799    .4231
GOALS2        .060969   .064739    .927413   -1.024    .3070
GOALS3        -.066103   -.068477    .912605   -1.083    .2798
AREA1         .021330   .022957    .947787    .362    .7174
AREA2         .046723   .049445    .932166    .781    .4354
AREA3         .047559   .050425    .932696    .797    .4264

End Block Number 1   FIN = .05. Limits reached.

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***** MULTIPLE REGRESSION *****
Equation Number 4   Dependent Variable.. PASSDNE4   REGR FACTOR SCORE   4 FOR
Beginning Block Number 1.  Method: Stepwise

Variable(s) Entered on Step Number 1..   DISP3

Multiple R           .37320
R Square            .13928
Adjusted R Square    .13587
Standard Error       .92959

Analysis of Variance
Regression           1
Residual             252
Sum of Squares       35.23829
Mean Square          .86413

F = 40.77874   Signif F = .0000

----- Variables in the Equation -----
Variable      B      SE B      Beta      T      Sig T
DISP3         -.929803   .145604   -.373205   -6.386   .0000
(Constant)    .186693   .065244

----- Variables not in the Equation -----
Variable      Beta In Partial   Min Toler      T      Sig T
SEX1          .087256   .085222   .821062   1.355   .1766
AGE           .121851   .127465   .941856   2.036   .0428
RACE1         .002152   .002202   .901906   .035   .9722
MARITAL1     -.081286   .087316   .993150   -1.389   .1662
MARITAL2     .004706   .005070   .998802   .080   .9360
DEGREE        .083518   .089765   .994285   1.428   .1546
DISP1        -.101198   .103493   .935327   -1.681   .0941
DISP2         .131607   .135721   .915375   2.170   .0309
LENGTH       .186557   .200839   .997549   3.248   .0013
CAREER       .259917   .275457   .966711   4.540   .0000
SHIFTS1      .156327   .150042   .792899   2.404   .0169
GOALS1       .018894   .020115   .976597   .319   .7501
GOALS2       .191342   .205795   .995656   3.332   .0010
GOALS3      -.1194580   .120639   .999107   -3.397   .0008
#REAL       -.197762   .1206844   .941582   -3.349   .0008
#REAL2      -.005070   .005459   .997854   -.086   .9311
#REAL3      .022141   .013858   .999353   .378   .7051

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***** MULTIPLE REGRESSION *****
Equation Number 4      Dependent Variable... PASSDNE4 RECK FACTOR SCORE 4 FOR
Variable(s) Entered on Step Number 2... CAREER Length of time in present career

Multiple R      .45232
R Square        .20459
Adjusted R Square .19825
Standard Error   .89540

Analysis of Variance
Regression      2      Sum of Squares      Mean Square
Residual       251      201.23873      .80175
Total          253

F = 32.28026      Signif F = .0000

----- Variables in the Equation -----
Variable      B      SE B      Beta      T      Sig T
DISP3         -1.047952      .142644      -.420627      -7.347      .0000
CAREER         .038834      .008554      .259917      4.540      .0000
(Constant)    -.059893      .083066

----- Variables not in the Equation -----
Variable      Beta In      Partial      Min Toler      T      Sig T
SEX1          .0011336      .041010      .786260      .966      .3348
AGE          -.001958      .009105      .659300      -.460      .6456
RACE1        -.010624      .011301      .870069      -.179      .8583
MARITAL1     .003169      .003345      .862699      .053      .9579
MARITAL2     -.035330      .039123      .943986      -.619      .5364
DEGREE       .094011      .105023      .962361      1.670      .0962
DISP1        -.072020      .077589      .914348      -1.231      .2197
DISP2        .132141      .141756      .887580      2.264      .0244
LENGTH       .011989      .009514      .485435      .150      .8805
SHIFTS1      .120626      .119386      .753997      1.901      .0584
GOALS1       .074746      .081082      .955484      1.286      .1995
GOALS2       .165834      .184472      .955640      2.968      .0032
GOALS3       .195476      .219079      .965912      3.550      .0002
AREA1        -.167609      .180946      .920540      -2.909      .0040
CREAC        -.010954      .011165      .865056      -.194      .8464
AREAS        .051395      .057146      .953603      .907      .3655

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***** MULTIPLE REGRESSION *****

Equation Number 4 Dependent Variable.. PASSONE4 REGR FACTOR SCORE 4 FOR

Variable(s) Entered on Step Number 3.. GOALS3

Multiple R	.49271	Analysis of Variance	DF	Sum of Squares	Mean Square
R Square	.24277	Regression	3	61.41982	20.47327
Adjusted R Square	.23368	Residual	250	191.58018	.76632
Standard Error	.87540				

F = 26.71633 Signif F = .0000

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
DISP3	-1.033713	.139515	-.414912	-7.409	.0000
CAREER	-.038938	.008363	-.260612	4.656	.0000
GOALS3	-.440615	.124110	-.195476	-3.550	.0005
(Constant)	.054485	.087367		.624	.5334

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.061856	.064102	.785601	1.014	.3118
AGE	-.069445	-.064073	.644602	-1.013	.3120
RACE1	-.041100	-.044338	.869775	-.700	.4844
MARITAL1	.053681	.056522	.839519	.893	.3725
MARITAL2	-.038499	-.043687	.943953	-.690	.4908
DEGREE	.138830	.155737	.952890	2.488	.0135
DISP1	-.065367	-.072136	.913185	-1.141	.2549
DISP2	.120699	.132481	.987473	2.109	.0359
LENGTH	-.012590	-.010199	.483374	-.161	.8723
SHIFTS1	.123319	.125082	.753270	1.989	.0478
GOALS1	.031191	.033801	.989260	.534	.5940
GOALS2	.104579	.109532	.832182	1.740	.0830
AREA1	-.174601	-.193079	.920144	-3.105	.0021
AREA2	-.014356	-.016473	.964219	-.860	.7951
AREA3	.070143	.079733	.951420	1.262	.2081

*** MULTIPLE REGRESSION ***

Equation Number 4 Dependent Variable.. PASSDNE4 REGR FACTOR SCORE 4 FOR

Variable(s) Entered on Step Number 4.. AREA1

Multiple R	.52057	Analysis of Variance			
R Square	.27100		DF	Sum of Squares	Mean Square
Adjusted R Square	.25928	Regression	4	68.56185	17.14044
Standard Error	.86065	Residual	249	184.43815	.74072
		F =	23.14041	Signif F =	.0000

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
DISP3	-1.128703	.140534	-.453039	-8.032	.0000
CAREER	.035740	.008287	.239208	4.313	.0000
GOALS3	-.453311	.122088	-.201109	-3.713	.0003
AREA1	-.360912	.116229	-.174601	-3.105	.0021
(Constant)	.232783	.103320		2.253	.0251

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.039842	.041770	.737485	.658	.5109
AGE	-.098047	-.091427	.633893	-1.446	.1495
RACE1	-.037204	-.040896	.834767	-.645	.5198
MARITAL1	.042382	.045392	.836237	.716	.4749
MARITAL2	-.050950	-.058773	.914778	-.927	.3547
DEGREE	.132251	.151083	.914098	2.407	.0168
DISP1	-.085063	-.095122	.862170	-1.505	.1336
DISP2	.129885	.145114	.853443	2.310	.0217
LENGTH	-.013117	-.010831	.479743	-.171	.8647
SHIFTS1	.065837	.063941	.657910	1.009	.3140
GOALS1	.032163	.035522	.889234	.560	.5762
GOALS2	.109803	.117270	.831535	1.860	.0641
AREA2	-.130335	-.132218	.896775	-2.101	.0367
AREA3	.019934	.021982	.638924	.346	.7294

***** MULTIPLE REGRESSION *****

Equation Number 4 Dependent Variable.. PASSONE4 REGR FACTOR SCORE 4 FOR

Variable(s) Entered on Step Number 5... DEGREE Highest degree received

Multiple R	.53632	Analysis of Variance	DF	Sum of Squares	Mean Square
R Square	.28764	Regression	5	72.77186	14.55437
Adjusted R Square	.27327	Residual	248	180.22814	.72673
Standard Error	.85248				

F = 20.02731 Signif F = .0000

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
DISP3	-1.101455	.139660	-.42102	-7.887	.0000
CAREER	.036659	.008217	.245361	4.461	.0000
GOALS3	-.512408	.123397	-.227326	-4.153	.0000
AREA1	-.349980	.115216	-.169313	-3.038	.0026
DEGREE	.206963	.085988	.132251	2.407	.0168
(Constant)	-.083461	.166544		-.501	.6167

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.022600	.023790	.737230	.374	.7087
AGE	-.082916	-.077836	.627763	-1.227	.2210
RACE1	-.010270	-.011192	.818524	-.176	.8605
MARITAL1	.030878	.033340	.830468	.524	.6006
MARITAL2	-.042061	-.048964	.907968	-.770	.4418
DISP1	-.092774	-.104791	.859541	-1.656	.0990
DISP2	.132854	.150120	.847445	2.386	.0178
LENGTH	-.001775	-.001480	.479688	-.023	.9815
SHIFTS1	.055921	.054824	.657151	.863	.3890
GOALS1	.019789	.022016	.881761	.346	.7296
GOALS2	.095448	.103502	.901574	1.619	.1066
AREA2	-.113308	-.115347	.690154	-1.825	.0692
AREA3	.011790	.013128	.939613	.206	.9367

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PASSONE1 REGR FACTOR SCORE 1 FOR
Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. AGE Age of respondent

Multiple R	.30771	Analysis of Variance	DF	Sum of Squares	Mean Square
R Square	.09469	Regression	1	23.95613	23.95613
Adjusted R Square	.09110	Residual	252	229.04387	.90890
Standard Error	.95336				
		F =	26.35716	Signif F =	.0000

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
AGE	-.025602	.004987	-.307715	-5.134	.0000
(Constant)	.831854	.181889		4.598	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	-.039621	.041588	.997460	.459	.5102
RACE1	.007248	.007615	.999191	.121	.9041
MARITAL1	.109695	.099474	.744459	1.584	.1145
MARITAL2	.031234	.032185	.961325	.510	.6104
DEGREE	-.042404	-.044151	.981455	-.700	.4845
DIBP1	.006203	.006317	.938602	.100	.9204
DISP2	-.066694	-.070078	.999537	-1.113	.2668
DIBP3	-.035703	-.036416	.941856	-.577	.5642
LENGTH	.100144	.089632	.725234	1.426	.1552
CAREER	.136350	.118078	.678928	1.884	.0607
SHIFTS1	.037525	.039432	.999659	.625	.5324
GOALS1	-.008883	-.008902	.909178	-.141	.8880
GOALS2	.004922	.005165	.996880	.082	.9348
GOALS3	.222881	.232561	.987430	3.788	.0002
AREA1	.142548	.146211	.952441	2.342	.0200
AREA2	-.039377	-.040869	.975187	-.648	.5176
AREA3	-.291677	-.305775	.994344	-5.088	.0000

***** MULTIPLE REGRESSION *****

Equation Number 4 Dependent Variable.. PASSONE4 REGR FACTOR SCORE 4 FOR

Variable(s) Entered on Step Number 6.. DISP2

Multiple R	.55108	Analysis of Variance			
R Square	.30369		DF	Sum of Squares	Mean Square
Adjusted R Square	.28678	Regression	6	76.83349	12.80558
Standard Error	.84453	Residual	247	176.16651	.71322
		F =	17.95448	Signif F =	.0000

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
DISP3	-.1008859	.143695	-.404936	-7.021	.0000
CAREER	.036592	.008140	.244909	4.495	.0000
GOALS3	-.497509	.122404	-.220716	-4.064	.0001
AREA1	-.363473	.114281	-.175840	-3.181	.0017
DEGREE	.211335	.085205	.135045	2.480	.0138
DISP2	.305411	.127982	.132854	2.386	.0178
(Constant)	-.184211	.170306		-1.082	.2805

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SEX1	.021372	.022754	.694489	.357	.7214
AGE	-.093059	-.088194	.625409	-1.389	.1662
RACE1	-.002892	-.003183	.757779	-.050	.9602
MARITAL1	.038128	.041584	.828273	.453	.6545
MARITAL2	-.047867	-.056307	.843633	-.885	.3773
DISP1	-.047507	-.049817	.738727	-.782	.4348
LENGTH	-.009121	-.007684	.479359	-.121	.9042
SHIFT91	.053796	.053340	.624020	.838	.4030
GOALS1	.017799	.020028	.839897	.314	.7536
GOALS2	.085917	.093086	.801317	1.466	.1438
AREA2	-.076951	-.075314	.575976	-1.193	.2342
AREA3	-.006144	-.006850	.832130	-.108	.9144

End Block Number 1 FIA = .050 Limits reached.

REGRESSION ANALYSIS BY AREA AND AGE

```

title 'FACTOR9.SPS'
file handle ini/name='stress.sys'
get file ini

factor variables = mbipa to locie
/criteria = factors (4)
/save (all passone)

temporary
select if (age lt 31)
select if (area eq 4 or area eq 5)

regression variables = passone1 passone2 passone3 passone4
/criteria = pin(.50)
/dependent passone1
/stepwise

temporary
select if (age lt 31)
select if (area eq 1 or area eq 2)

regression variables = passone1 passone2 passone3 passone4
/criteria = pin(.50)
/dependent passone1
/stepwise

temporary
select if (age gt 30)
select if (area eq 4 or area eq 5)

regression variables = passone1 passone2 passone3 passone4
/criteria = pin(.50)
/dependent passone1
/stepwise

temporary
select if (age gt 30)
select if (area eq 1 or area eq 2)

regression variables = passone1 passone2 passone3 passone4
/criteria = pin(.50)
/dependent passone1
/stepwise

finish

```

KEY

AREA 4 & 5 = RURAL
 AREA 1 & 2 = URBAN
 PASSONE 1 = STRESS/STRAIN
 PASSONE 2 = SOCIAL SUPPORT
 PASSONE 3 = JOB SATISFACTION
 PASSONE 4 = PERSONAL ACCOMPLISHMENT/ACHIEVEMENT

```

10 0      temporary
11 0      select if age lt 31)
12 0      select if (area eq 4 or area eq 5)
13 0
14 0      regression variables = passone1 passone2 passone3 passone4
15 0      /criteria = pin(.50)
16 0      /dependent passone1

>Warning # 10553 on line 16. Command name: REGRESSION
>CONFLICTING CRITERIA ON REGRESSION CRITERIA SUBCOMMAND--POUT (probability-of-
>F-to-remove) is less than or equal to PIN (probability-of- F-to-enter).
>REGRESSION has reset POUT to 1.1*PIN, or 1.0, whichever is smaller. When
>POUT is NOT greater than PIN and the STEPWISE method is used, the same
>variable might be entered and then removed in a cycle that continues until it
>exceeds the number of steps allowed for the equation.

```

The Entry Criteria are: PIN = .5000. POUT = .5500

```

17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PASSONE1 REGR FACTOR SCORE 1 FOR

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. PASSONE4 REGR FACTOR SCORE 4 FOR ANALYSIS 1

Multiple R	.36350	Analysis of Variance			
R Square	.13213		DF	Sum of Squares	Mean Square
Adjusted R Square	.07014	Regression	1	.35380	.35380
Standard Error	.40742	Residual	14	2.32285	.16599
		F = .	2.13145	Signif F =	.1664

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
PASSONE4	-.201597	.138023	-.360497	-1.460	.1664
(Constant)	-.650077	.102619		-6.140	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
PASSONE2	-.103940	-.109769	.967948	-.398	.6970
PASSONE3	.036089	.331262	.943118	1.266	.2278

```

***** MULTIPLE REGRESSION *****
Equation Number 1   Dependent Variable.. PASSONE1 REGR FACTOR SCORE   1 FOR
Variable(s) Entered on Step Number 2.. PASSONE3 REGR FACTOR SCORE   3 FOR ANALYSIS   1

Multiple R          .47683      Analysis of Variance
R Square           .22737      DF          Sum of Squares      Mean Square
Adjusted R Square   .10850      Regression    1          .22737          .22737
Standard Error       .39893      Residual     12          1.92884          .15914

F =          1.91275      Signif F =   .1870

```

```

----- Variables in the Equation -----
Variable          B          SE B          Beta          T          Sig T
PASSONE4         -.275303      .147184      -.496617      -1.870      .0841
PASSONE3          .161143      .127500      .236084       1.266      .2078
(Constant)       -.714632      .120579

```

```

----- Variables not in the Equation -----
Variable          Beta In Partial Min Toler          T          Sig T
PASSONE2         -.435815     -.375944     .335502      -1.494      .1611

```

```

***** MULTIPLE REGRESSION *****
Variable(s) Entered on Step Number 2.. PASSONE2 REGR FACTOR SCORE   2 FOR ANALYSIS   1

Multiple R          .59034      Analysis of Variance
R Square           .34850      DF          Sum of Squares      Mean Square
Adjusted R Square   .18562      Regression    2          .53215          .26608
Standard Error       .38128      Residual     12          1.74450          .14537

F =          2.12964      Signif F =   .1455

```

```

***** MULTIPLE REGRESSION *****
Equation Number 1   Dependent Variable.. PASSONE1 REGR FACTOR SCORE   1 FOR
Variable(s) Entered on Step Number 2.. PASSONE3 REGR FACTOR SCORE   3 FOR ANALYSIS   1
Variable(s) Entered on Step Number 3.. PASSONE2 REGR FACTOR SCORE   2 FOR ANALYSIS   1

----- Variables in the Equation -----
Variable          B          SE B          Beta          T          Sig T
PASSONE4         -.291935      .141114      -.526619      -2.067      .0508
PASSONE3          .261911      .149892      .408823       1.747      .0933
PASSONE2         -.435815      .152415      -.435815      -2.861      .0081
(Constant)       -.751022      .117678

```

End Block Number 1 ROUT = .533 Limits Reached.

```

19 0      temporary
20 0      select if (age lt 31)
21 0      select if (area eq 1 or area eq 2)
22 0
23 0      regression variables = passone1 passone2 passone3 passone4
24 0      /criteria = pin(.50)
25 0      /dependent passone1

```

```

>Warning # 10553 on line 25. Command name: REGRESSION
>CONFLICTING CRITERIA ON REGRESSION CRITERIA SUBCOMMAND--POUT (probability-of-
>F-to-remove) is less than or equal to PIN (probability-of-F-to-enter).
>REGRESSION has reset POUT to 1.1*PIN, or 1.0, whichever is smaller. When
>POUT is NOT greater than PIN and the STEPWISE method is used, the same
>variable might be entered and then removed in a cycle that continues until it
>exceeds the number of steps allowed for the equation.

```

The Entry Criteria are: PIN = .5000, POUT = .5500

```

26 0      /stepwise
27 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PASSONE1 REG. FACTOR SCORE : FOR

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. PASSONE1 REG. FACTOR SCORE : FOR ANALYSIS :

Multiple R		.17300		Analysis of Variance			
R Square	.03168			DF	Sum of Squares	Mean Square	
Adjusted R Square	.01785			Regression	1	1.39120	1.39120
Standard Error	1.02177			Residual	70	75.08070	1.04401
				F =	2.29040	Signif F =	.1347

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig.
PASSONE2	.160478	.106038	.177993	1.512	.1347
(Constant)	.464326	.121258		3.829	.0002

----- Variables Not in the Equation -----

Variable	Beta In	Partial	Max Toler	F	Sig.
PASSONE3	-.140238	-.101817	.187160	1.111	.2731
PASSONE4	.000311	.010753	.000001	.001	.9771

```

*** MULTIPLE REGRESSION ***
Equation Number 1   Dependent Variable.. PASSONE1   REGR FACTOR SCORE 1 FOR
Variable(s) Entered on Step Number 2.. PASSONE3   REGR FACTOR SCORE 3 FOR ANALYSIS 1
Multiple R          .22660
R Square            .05135
Adjusted R Square   -.02385
Standard Error      1.01864
Analysis of Variance
Regression          2      Sum of Squares      Mean Square
Residual           69      71.59651      1.03763
F = 1.86737      Signif F = .1523

----- Variables in the Equation -----
Variable      B      SE B      Beta      T      Sig T
PASSONE2      .156810   .105756   .173932   1.483   .1427
PASSONE3     -.160377   .134101  -.140288  -1.196   .2358
(Constant)    .448535   .121614
----- Variables not in the Equation -----
Variable      Beta in Partial Min Toler      T      Sig T
PASSONE4     .001894   .001535   .959241   .016   .9872
End Block Number 1   FIN = .500 Limits Reached.

```

```

28 0      temporary
29 0      select if (age gt 30)
30 0      select if (area eq 4 or area eq 5)
31 0
32 0      regression variables = passone1 passone2 passone3 passone4
33 0      /criteria = pin(.50)
34 0      /dependent passone1

>Warning # 10553 on line 34. Command name: REGRESSION
>CONFLICTING CRITERIA ON REGRESSION CRITERIA SUBCOMMAND--POUT (probability-of-
>F-to-remove) is less than or equal to PIN (probability-of-F-to-enter).
>REGRESSION has reset POUT to 1.1*PIN, or 1.0, whichever is smaller. When
>POUT is NOT greater than PIN and the STEPWISE method is used, the same
>variable might be entered and then removed in a cycle that continues until it
>exceeds the number of steps allowed for the equation.

```

The Entry Criteria are: PIN = .5000, POUT = .5500

```

35 0      /stepwise
36 0

```

+ + + + MULTIPLE REGRESSION + + + +

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PASSONE1 REGR FACTOR SCORE 1 FOR

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. PASSONE4 REGR FACTOR SCORE 1 FOR ANALYSIS :

Multiple R	.21505	Analysis of Variance		
R Square	.04625		DF	Sum of Squares
Adjusted R Square	-.04046	Regression	1	.17793
Standard Error	.57756	Residual	11	3.66937
		F =	.53339	Signif F = .4805

Mean Square
.17793
.33358

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
PASSONE4	.132135	.120924	.215051	.730	.4805
Constant	-.951505	.169579		-5.612	.0002

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
PASSONE2	-.087583	-.085747	.918445	-.073	.7906
PASSONE3	.1263905	.1250192	.937141	.317	.4329

```

      . . . . . MULTIFLOR 3 1 0 0 . . . . .
      Independent Variable.. PASSONE1 REGR FACTOR SCORE 1 FOR
      Variables Entered on Step Number 2.. PASSONE3 REGR FACTOR SCORE 3 FOR ANALYSIS 1

      Multiple R      .32550
      R Square        .10595
      Adjusted R Square .07286
      Standard Error   .58649

      Analysis of Variance
      Regression      DF      Sum of Squares      Mean Square
      Residual        10      3.43967          .34397
      F =             .59253      Signif F = .5712

      Variables in the Equation
      Variable      B      SE B      Beta      T      Sig T
      PASSONE1      .193402   .198429   .314764   .975   .3527
      PASSONE3      .146336   .179073   .263906   .817   .4329
      Constant      -.956033   .172284   -5.549   .0002

      Variables not in the Equation
      Variable      Beta In      Partial      Min Toler      T      Sig T
      PASSONE2      .055716   .167585   .358401   .510   .6223

      End Step Number 1 PIN = .500 Limits Reached.

```



```

37 0      temporary
38 0      select if (age gt 30)
39 0      select if (area eq 1 or area eq 2)
40 0
41 0      regression variables = passone1 passone2 passone3 passone4
42 0      /criteria = pin(.50)
43 0      dependent passone1

```

Warning # 10553 on line 43. Command name: REGRESSION
 >CONFLICTING CRITERIA ON REGRESSION CRITERIA SUBCOMMAND--POUT (probability-of-F-to-remove) is less than or equal to PIN (probability-of-F-to-enter).
 >REGRESSION has reset POUT to 1.1*PIN, or 1.0, whichever is smaller. When
 >POUT is NOT greater than PIN and the STEPWISE method is used, the same
 >variable might be entered and then removed in a cycle that continues until it
 >exceeds the number of steps allowed for the equation.

The Entry Criteria are: PIN = .5000, POUT = .5500

```

44 0      /stepwise
45 0

```

*** FULL STEPWISE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PASSONE1 REGR FACTOR SCORE 1 FOR

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. PASSONE3 REGR FACTOR SCORE 3 FOR ANALYSIS 1

Multiple R	.15552	Analysis of Variance		
R Square	.02419		DF	Sum of Squares
Adjusted R Square	.01151	Regression	1	1.92538
Standard Error	.97796	Residual	77	73.64377
	Mean Square	F =	1.90857	Signif F = .1711
	1.92538			
	.95641			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
PASSONE3	.151142	.109404	.155521	1.382	.1711
(Constant)	.013903	.111160		.170	.8694

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
PASSONE2	-.052673	-.053322	1.000000	-.466	.6429
PASSONE4	-.074326	-.075235	.999821	-.658	.5127

End Block Number 1 PIN = .500 Limits reached.

APPENDIX P1**Regression Analysis: Personal Accomplishment by
Locus of Control, Present Job and Social Integration
Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSSI = Social Integration
MBIPA = Personal Accomplishment

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipj spssi mbipa
9 0      /dependent mbipa
10 0     /stepwise
11 0

```

There are 196824 bytes of memory available.
The largest contiguous area has 196272 bytes.

2516 bytes of memory required for REGRESSION procedure.
0 more bytes may be needed for Residuals plots.

* * MULTIPLE REGRESSION * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.55460	Analysis of Variance	
R Square	.30758	DF	Sum of Squares
Adjusted R Square	.29944	Regression	1 2062.58745
Standard Error	7.39096	Residual	85 4643.22864
	Mean Square	F =	37.75820 Signif F = .0000
	2062.58745		
	54.62622		

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	.431964	.070298	.554601	6.145	.0000
(Constant)	19.050396	2.295298		9.300	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.188372	-.208331	.946920	-1.952	.0542
SPSSI	.154557	.134877	.990741	1.724	.0884

End Block Number 1 FIN = .150 Limits reached.

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipj spssi mbipa
16 0      /dependent mbipa
17 0      /stepwise
18 0

```

there are 197240 bytes of memory available.
The largest contiguous area has 195952 bytes.

2516 bytes of memory required for REGRESSION procedure.
0 more bytes may be needed for Residuals plots.

* * MULTIPLE REGRESSION * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.30381	Analysis of Variance		
R Square	.09230		DF	Sum of Squares
Adjusted R Square	.07414	Regression	1	245.39071
Standard Error	6.94738	Residual	50	2413.30159
	Mean Square	F =	5.08413	Signif F = .0286
	245.39071			
	48.26603			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	.210845	.093509	.303805	2.255	.0286
(Constant)	28.821785	3.146991		9.159	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.189561	.196695	.977307	1.404	.1665
SPSSI	.246625	.257191	.987143	1.263	.0685

End Block Number 1 PIN = .050 Limits reached.

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spssi mbipa
23 0      /dependent mbipa
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.29130	Analysis of Variance			
R Square	.08486		DF	Sum of Squares	
Adjusted R Square	.07010	Regression	1	300.90212	
Standard Error	7.23466	Residual	62	3245.09788	
	Mean Square	F =	5.74896	Signif F =	.0195
	300.90212				
	52.34029				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	.188064	.076435	.291302	2.398	.0195
(Constant)	29.579156	2.727913		10.843	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.149029	.152795	.961976	1.208	.2319
SPSSI	.258446	.269193	.992832	2.183	.0329

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Variable(s) Entered on Step Number 2.. SPSSI S P S Integration Score

Multiple R	.38881	Analysis of Variance			
R Square	.15117		DF	Sum of Squares	
Adjusted R Square	.12334	Regression	2	536.05789	
Standard Error	7.02448	Residual	61	3009.94211	
	Mean Square	F =	5.43192	Signif F =	.0067
	268.02894				
	49.34331				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	.173938	.076431	.269421	2.275	.0264
SPSSI	.891396	.408555	.258446	2.183	.0329
(Constant)	18.615252	5.677916		3.278	.0017

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.146937	.156420	.955091	1.227	.2247

PRECEDING TASK REQUIRED 0.45 SECONDS CPU TIME; 0.83 SECONDS ELAPSED.

```

26 0          temporary
27 0          select if (disp eq 9)
28 0
29 0          regression variables = locie jdip; spssi mbipa
30 0          /dependent mbipa
31 0          /stepwise
32 0

```

There are 197240 bytes of memory available.
The largest contiguous area has 195952 bytes.

2516 bytes of memory required for REGRESSION procedure.
0 more bytes may be needed for Residuals plots.

* * * * M U L T I P L E R E G R E S S I O N * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P2**Regression Analysis: Personal Accomplishment by
Locus of Control, Present Job and Guidance
Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSG = Guidance
MBIPA = Personal Accomplishment

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = 10c1e jdipj spsg mbipa
9 0      /dependent mbipa
10 0     /stepwise
11 0

```

There are 196824 bytes of memory available.
The largest contiguous area has 196272 bytes.

2516 bytes of memory required for REGRESSION procedure.
0 more bytes may be needed for Residuals plots.

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.55460	Analysis of Variance	
R Square	.30758	DF	Sum of Squares
Adjusted R Square	.29944	Regression	1 2062.58745
Standard Error	7.39096	Residual	85 4643.22854
Mean Square		F =	37.75820 Signif F = .0000
2062.58745			
54.62511			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	.431964	.070298	.554601	6.145	.0000
(Constant)	19.050396	2.295298		8.300	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.188371	-.108331	.846920	-1.851	.0591
SPSG	.1125645	.114173	.890415	1.811	.0691

End Block Number 1 Fit = .150 Limits Reached


```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipj spsg mbipa
16 0      /dependent mbipa
17 0      /stepwise
18 0

```

* * M U L T I P L E R E G R E S S I O N * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.30381	Analysis of Variance		
R Square	.09230		DF	Sum of Squares
Adjusted R Square	.07414	Regression	1	245.39071
Standard Error	6.94738	Residual	50	2413.30159
	Mean Square	F =	5.08413	Signif F = .0286
	245.39071			
	48.26603			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	.210845	.092509	.303805	2.255	.0286
(Constant)	28.821785	3.146991		9.159	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.189561	.196695	.977307	1.404	.1665
SPSG	.072364	.075452	.960112	.530	.5987

End Block Number 1 FIN = .050 Limits Reached.

```

19 C      temporary
20 O      select if (disp eq 3)
21 O
22 O      regression variables = locie jdipj spsg mbipa
23 O      /dependent mbipa
24 O      /stepwise
25 O

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSP S P S Guidance Score

Multiple R	.31797	Analysis of Variance		
R Square	.10111		DF	Sum of Squares
Adjusted R Square	.08661	Regression	1	258.52267
Standard Error	7.17014	Residual	62	3187.47933
	Mean Square	F =	6.97362	Signif F = .0105
	358.52067			
	51.41096			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSP	.899675	.340688	.317971	2.641	.0105
(Constant)	24.307253	4.424845		5.493	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Variable(s) Entered on Step Number 2.. JDIPJ J D I Work on Present Job Score

Multiple R	.40530	Analysis of Variance		
R Square	.16427		DF	Sum of Squares
Adjusted R Square	.13687	Regression	2	592.50364
Standard Error	6.97007	Residual	61	2963.49636
	Mean Square	F =	5.99507	Signif F = .0042
	291.25182			
	48.58191			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSP	.804461	.334137	.284320	2.408	.0191
JDIPJ	.163704	.076241	.253569	2.147	.0359
(Constant)	20.146735	4.717665		4.270	.0001

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.155105	.167431	.346778	1.315	.1831

End Block Number 1 FIN = .0001 = not reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spsg mbipa
30 0      /dependent mbipa
31 0      /stepwise
32 0

```

* * MULTIPLE REGRESSION * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
 No variables entered/removed for this block.

APPENDIX P3

Regression Analysis: Personal Accomplishment by
Locus of Control, Present Pay and Social Integration
Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPP = Present Pay
SPSSI = Social Integration
MBIPA = Personal Accomplishment

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipp spssi mbipa
9 0      /dependent mbipa
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.37653	Analysis of Variance		
R Square	.14177		DF	Sum of Squares
Adjusted R Square	.13167	Regression	1	950.69504
Standard Error	8.22844	Residual	85	5755.12105
	Mean Square	F =	14.04125	Signif F = .0003
	950.69504			
	67.70731			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	-.778979	.207885	-.376526	-3.747	.0003
(Constant)	40.121919	2.269290		17.680	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDIPP	.060476	.064445	.974605	.592	.5555
SPSSI	.121702	.127383	.940215	1.177	.2425

End Block Number 1 PIN = .050 Limits reached.

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipp spssi mbipa
16 0      /dependent mbipa
17 0      /stepwise
18 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSSI S P S Integration Score

Multiple R	.27790	Analysis of Variance		
R Square	.07723		DF	Sum of Squares
Adjusted R Square	.05877	Regression	1	205.33094
Standard Error	7.00480	Residual	50	2453.36137
	Mean Square	F =	4.18469	Signif F = .0461
	205.33094			
	49.06723			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSSI	1.203473	.588308	.277903	2.046	.0461
(Constant)	19.515193	7.911510		2.467	.0171

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.128934	.134120	.998503	.947	.3481
JDIPP	.058235	.058540	.932480	.410	.6832

End Block Number 1 PIN = .050 Limits reached.

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipp spssi mbipa
23 0      /dependent mbipa
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSSI S P S Integration Score

Multiple R	.28126	Analysis of Variance		
R Square	.07911		DF	Sum of Squares
Adjusted R Square	.06425	Regression	1	280.50714
Standard Error	7.25736	Residual	62	3265.49286
	Mean Square	F =	5.32582	Signif = .0244
	280.50714			
	52.66924			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSSI	.970613	.420584	.281257	2.308	.0244
(Constant)	23.314022	5.464557		4.266	.0001

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.089009	.092750	.999924	.728	.4697
JDIPP	.024524	.025354	.984282	.198	.8426

End Block Number 1 PIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipp spssi mbipa
30 0      /dependent mbipa
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P4

Regression Analysis: Personal Accomplishment by
Locus of Control, Present Pay and Guidance
Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPP = Present Pay
SPSG = Guidance
MBIPA = Personal Accomplishment


```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipp spsg mbipa
9 0      /dependent mbipa
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA MBI Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotter's Locus of Control Internal-Extern

Multiple R	.37653	Analysis of Variance		
R Square	.14177		DF	Sum of Squares
Adjusted R Square	.13167	Regression	1	950.69504
Standard Error	8.22844	Residual	85	5755.12105
	Mean Square	F =	14.04125	Signif F = .0003
	950.69504			
	67.70731			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	-.778979	.207885	-.376526	-3.747	.0003
(Constant)	40.121919	2.269290		17.680	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDIPP	.060476	.064445	.974605	.592	.5555
SPSG	.189976	.190815	.865828	1.782	.0784

End Block Number 1 PIN = .050 Limits reached.

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipp spsg mbipa
16 0      /dependent mbipa
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA MBI Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipp spsg mbipa
23 0      /dependent mbipa
24 0      /stepwise
25 0

```

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen
Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSP S P S Guidance Score

Multiple R	.31797	Analysis of Variance		
R Square	.10111		DF	Sum of Squares
Adjusted R Square	.08661	Regression	1	358.52067
Standard Error	7.17014	Residual	62	3187.47932
	Mean Square	F =	6.97362	Signif F = .0105
	358.52067			
	51.41096			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSP	.899675	.340688	.317971	2.641	.0105
(Constant)	24.307253	4.424845		5.493	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.102553	.108034	.997549	.649	.5193
JDIPP	-.053038	-.055472	.983348	-.434	.6659

End Block Number 1 PIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipp spsg mbipa
30 0      /dependent mbipa
31 0      /stepwise
32 0

```

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen
Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P5

Regression Analysis: Personal Accomplishment by
Locus of Control, Opportunity for Promotion and
Social Integration
Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIOP = Opportunity for Promotion
SPSSI = Social Integration
MBIPA = Personal Accomplishment

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdiop spssi mbipa
9 0      /dependent mbipa
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA MBI Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.37653	Analysis of Variance		
R Square	.14177		DF	Sum of Squares
Adjusted R Square	.13167	Regression	1	950.69504
Standard Error	8.22844	Residual	35	5755.12105
	Mean Square	F =	14.04125	Signif F = .0003
	950.69504			
	67.70731			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	-.778979	.207885	-.376526	-3.747	.0003
(Constant)	40.121919	2.269290		17.680	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDIOIP	.195658	.210311	.991536	1.972	.0519
SPSSI	.121702	.127383	.940215	1.177	.2425

End Block Number 1 PIN = .050 Limits reached.

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdiop spssi mbipa
16 0      /dependent mbipa
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA MBI Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSSI S P S Integration Score

Multiple R	.27790	Analysis of Variance		
R Square	.07723		DF	Sum of Squares
Adjusted R Square	.05877	Regression	1	205.33094
Standard Error	7.00480	Residual	50	2453.36137
	Mean Square	F =	4.18469	Signif F = .0461
	205.33094			
	49.06723			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSSI	1.203473	.538308	.277903	2.046	.0461
(Constant)	19.515193	7.911510		2.467	.0171

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.128934	.134120	.998503	.947	.3481
JDIOP	.211297	.219359	.994531	1.574	.1220

End Block Number 1 PIN = .050 Limits reached.

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdiop spssi mbipa
23 0      /dependent mbipa
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA MBI Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSSI S P S Integration Score

Multiple R	.28126	Analysis of Variance			
R Square	.07911		DF		Sum of Squares
Adjusted R Square	.06425	Regression	1		180.50714
Standard Error	7.25736	Residual	62		3265.49286
	Mean Square	F =	5.32582		Signif F = .0244
	280.50714				
	52.66924				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSSI	.970613	.420584	.281257	2.308	.0244
(Constant)	23.314022	5.464557		4.266	.0001

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.089009	.092750	.999924	.723	.4697
JDIOP	.121689	.126066	.988324	.993	.3249

End Block Number 1 PIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdiop spssi mbipa
30 0      /dependent mbipa
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA MBI Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P6**Regression Analysis: Personal Accomplishment by
Locus of Control, Opportunity for Promotion and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIOP = Opportunity for Promotion
SPSG = Guidance
MBIPA = Personal Accomplishment

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdip spsg mbipa
9 0      /dependent mbipa
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotter's Locus of Control Internal-Extern

Multiple R	.37653	Analysis of Variance		
R Square	.14177		DF	Sum of Squares
Adjusted R Square	.13167	Regression	1	950.69504
Standard Error	3.22844	Residual	85	5755.12105
	Mean Square	F =	14.04125	Signif F = .0003
	950.69504			
	67.70731			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	-.778979	.207885	-.376526	-3.747	.0003
(Constant)	40.121919	2.269290		17.680	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDIP	.195658	.210311	.991536	1.972	.0519
SPSG	.189976	.190815	.365828	1.782	.0784

End Block Number 1 FIN = .050 Limits reached.

```

12 0     temporary
13 0     select if (disp eq 2)
14 0
15 0     regression variables = locie jdip spsg mbipa
16 0     /dependent mbipa
17 0     /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA M B I Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

End Block Number 1 FIN = .050 Limits reached.
No variables entered/removed for this block.


```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdiop spsg mbipa
23 0      /dependent mbipa
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA MBI Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSP S P S Guidance Score

Multiple R	.31797	Analysis of Variance		
R Square	.10111		DF	Sum of Squares
Adjusted R Square	.08661	Regression	1	358.52057
Standard Error	7.17014	Residual	62	2187.47933

Mean Square	F =	6.97362	Signif F =	.0105
358.52057				
35.41096				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSP	.899675	.340688	.317971	2.641	.0105
(Constant)	24.307253	4.424845		5.493	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.102553	.108034	.997549	.849	.3993
JDIOP	.123902	.130188	.992413	1.026	.3092

End Block Number 1 PIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdiop spsg mbipa
30 0      /dependent mbipa
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIPA MBI Personal Accomplishmen

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P7

Regression Analysis: Emotional Exhaustion by
Locus of Control, Present Job and Social Integration
Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSSI = Social Integration
MBIEE = Emotional Exhaustion

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipj spssi mbiee
9 0      /dependent mbiee
10 0     /stepwise
11 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE M B I Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.64095	Analysis of Variance		
R Square	.41082		DF	Sum of Squares
Adjusted R Square	.40338	Regression	1	6144.88343
Standard Error	10.18237	Residual	85	9812.86370
	Mean Square	F =	59.26735	Signif F = .0000
	6144.88343			
	103.68075			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.745536	.096848	-.640949	-7.699	.0000
(Constant)	43.341764	3.162187		13.706	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.098674	.118304	.946920	1.092	.2780
SPSSI	-.110723	-.143579	.990741	-1.330	.1872

End Block Number 1 PIN = .050 Limits reached.

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipj spss1 mbiee
16 0      /dependent mbiee
17 0      /stepwise
18 0

```

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. M B I E E M B : Emotional Exhaustion E

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.72495	Analysis of Variance		
R Square	.52555		DF	Sum of Squares
Adjusted R Square	.51606	Regression	1	4151.11598
Standard Error	9.65744	Residual	50	3747.56633

Mean Square	F =	55.38429	Signif F =	.0000
4151.11598				
74.95133				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.867194	.116526	-.724946	-7.442	.0000
(Constant)	45.206650	3.921610		11.528	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.234469	.336515	.977307	2.501	.0158
SPSS1	.002270	.003274	.997143	.023	.9818

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Equation Number 1 Dependent Variable.. M B I E E M B : Emotional Exhaustion E

Variable(s) Entered on Step Number 2.. LOCIE Rottens Locus of Control Internal-Extern

Multiple R	.76110	Analysis of Variance		
R Square	.57927		DF	Sum of Squares
Adjusted R Square	.56210	Regression	2	4578.50832
Standard Error	9.23529	Residual	49	3323.18399

Mean Square	F =	33.73270	Signif F =	.0000
2287.75416				
67.82008				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.824941	.112104	-.689624	-7.357	.0000
LOCIE	.1956103	.382193	.154469	2.501	.0158
(Constant)	23.854951	5.970726		3.993	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSS1	-.0011013	-.0016542	.9965070	-.011	.9907

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spssi mbiee
23 0      /dependent mbiee
24 0      /stepwise
25 0

```

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. M B I E E M B I Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.52880	Analysis of Variance			
R Square	.27963		DF		Sum of Squares
Adjusted R Square	.26801	Regression	1		2961.75723
Standard Error	11.09344	Residual	62		7829.29177
	Mean Square	F =	24.06673		Signif F = .0000
	2961.75723				
	123.06440				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.590021	.120270	-.528799	-4.906	.0000
(Constant)	39.547560	4.182911		9.455	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.020338	-.023503	.961976	-.184	.8549
SPSSI	-.045513	-.053431	.992832	-.418	.6773

End Block Number 1 PIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spssi mbiee
30 0      /dependent mbiee
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. M B I E M B I Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.49936	Analysis of Variance		
R Square	.24936		DF	Sum of Squares
Adjusted R Square	.23404	Regression	1	2196.61630
Standard Error	11.61663	Residual	49	5512.55409
	Mean Square	F =	16.27772	Signif = .0002
	2196.61630			
	134.94621			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.497455	.123298	-.499361	-4.035	.0002
(Constant)	30.961078	4.120641		7.514	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.153031	.173030	.959653	1.217	.2295
SPSSI	-.150216	-.168300	.942257	-1.183	.2427

End Block Number 1 PIN = .050 Limits reached.

APPENDIX P8**Regression Analysis: Emotional Exhaustion by
Locus of Control, Present Job and Guidance
Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSG = Guidance
MBIEE = Emotional Exhaustion

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipj spsg mbiee
9 0      /dependent mbiee
10 0     /stepwise
11 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIIE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.64095	Analysis of Variance		
R Square	.41082		DF	Sum of Squares
Adjusted R Square	.40388	Regression	1	6146.88243
Standard Error	10.18237	Residual	85	9812.86370
	Mean Square	F =	59.26735	Signif F = .0000
	=144.88343			
	103.68075			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.745536	.096848	-.640949	-7.699	.0000
(Constant)	43.341764	3.162187		13.706	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.098674	.119304	.346920	1.092	.2780
SPSG	-.187968	-.229775	.380415	-2.164	.0333


```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipj spsg mbiee
16 0      /dependent mbiee
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE M B : Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.72495	Analysis of Variance		
R Square	.52555		DF	Sum of Squares
Adjusted R Square	.51606	Regression	1	4151.12598
Standard Error	8.65744	Residual	50	3747.56633

Mean Square	F =	55.38429	Signif F =	.0000
4151.12598				
74.95133				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.867194	.116526	-.724946	-7.442	.0000
(Constant)	45.206650	3.921610		11.528	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.234469	.336515	.977307	2.501	.0158
SPSG	-.044787	-.063712	.960118	-.447	.6569

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. MBIEE M B : Emotional Exhaustion S

Variable(s) Entered on Step Number 2.. LOCIE Rottens Locus of Control Internal-Extern

Multiple R	.76110	Analysis of Variance		
R Square	.57927		DF	Sum of Squares
Adjusted R Square	.56210	Regression	2	4575.50832
Standard Error	8.23529	Residual	49	3323.18399

Mean Square	F =	33.73270	Signif F =	.0000
2287.75416				
67.82008				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.824941	.112124	-.669224	-7.357	.0000
LOCIE	.195633	.082292	.234469	2.501	.0158
(Constant)	33.826950	3.870728		8.759	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSG	-.010332	-.015438	.939488	-.117	.9150

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spsg mbiee
23 0      /dependent mbiee
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE M B I Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.52880	Analysis of Variance		
R Square	.27963		DF	Sum of Squares
Adjusted R Square	.26801	Regression	1	2961.75723
Standard Error	11.09344	Residual	62	7629.99277
	Mean Square	F =	24.06673	Signif F = .0000
	2961.75723			
	123.06440			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.590021	.120270	-.528799	-4.906	.0000
(Constant)	39.547360	4.182911		9.453	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.020338	-.022503	.961976	-.184	.8549
SPSG	.072552	.084725	.992388	.864	.5091

End Block Number 1 PIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spsg mbiee
30 0      /dependent mbiee
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE M B : Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered in Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.49933	Analysis of Variance		
R Square	.24933		DF	Sum of Squares
Adjusted R Square	.23404	Regression	1	2195.51630
Standard Error	11.61663	Residual	49	6612.36409
	Mean Square	F =	16.27772	Signif F = .0002
	2195.51630			
	134.94621			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.497455	.123298	-.499331	-4.035	.0002
(Constant)	30.961078	4.120641		7.514	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.153031	.173030	.959653	1.217	.2295
SPSG	-.207621	-.238875	.993672	-1.704	.0948

End Block Number 1 PIN = .050 Limits reached.

APPENDIX P9

**Regression Analysis: Emotional Exhaustion by
Locus of Control, Supervision and Social Integration
Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSSI = Social Integration
MBIEE = Emotional Exhaustion

```

5 0      temporary
6 0      select if (disp eq 1)
7 0      .
8 0      regression variables =  locie jdispu spssi mbiee
9 0      /dependent mbiee
10 0     /stepwise
11 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. M B I E E M B I Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPU J D I Supervision on Present Job Score

Multiple R	.40568	Analysis of Variance	DF	Sum of Squares
R Square	.16457	Regression	1	2461.66261
Adjusted R Square	.15475	Residual	85	12496.08452
Standard Error	12.12488			
Mean Square		F =	16.74455	Signif F = .0001
2461.66261				
147.01276				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.338756	.082785	-.405678	-4.092	.0001
(Constant)	32.159904	3.133220		10.264	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.260284	.278348	.953409	2.656	.0095
SPSSI	-.096730	-.103843	.962806	-.957	.3414

* * * * MULTIPLE REGRESSION * * * *

Equation Number 1 Dependent Variable.. M B I E E M B I Emotional Exhaustion S

Variable(s) Entered on Step Number 2.. LOCIE Rotter's Locus of Control Internal-Extern

Multiple R	.47885	Analysis of Variance	DF	Sum of Squares
R Square	.22930	Regression	2	3429.83220
Adjusted R Square	.21095	Residual	84	11527.91491
Standard Error	11.71482			
Mean Square		F =	12.49601	Signif F = .0000
1714.91610				
137.25708				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.292859	.081830	-.350715	-3.579	.0006
LOCIE	.304241	.0302793	.260284	2.656	.0095
(Constant)	12.490750	4.734633		4.750	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	-.043603	-.047613	.912177	-.454	.6531

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdispj spssi mbiee
16 0      /dependent mbiee
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.33836	Analysis of Variance		
R Square	.11449		DF	Sum of Squares
Adjusted R Square	.09677	Regression	1	.004.28268
Standard Error	11.82743	Residual	50	6994.40962
	Mean Square	F =	5.46432	Signif F = .0141
	.004.28268			
	129.89819			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	1.380017	.542779	.338356	2.543	.0141
(Constant)	3.012515	5.900409		.511	.6119

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.247580	-.249904	.902215	-1.807	.0770
SPSSI	-.093192	-.098959	.998503	-.696	.4896

End Block Number 1 PIN = .050 Limits reached.

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispu spssi mbiee
23 0      /dependent mbiee
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPU JDI Supervision on Present Job Score

Multiple R	.36692	Analysis of Variance		
R Square	.13463		DF	Sum of Squares
Adjusted R Square	.12067	Regression	1	1425.38295
Standard Error	12.15874	Residual	31	9165.75705
	Mean Square	F =	9.64578	Signif F = .0029
	1425.38295			
	147.83493			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.294834	.094931	-.366922	-3.106	.0029
(Constant)	30.151967	3.550156		8.492	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.018096	-.018712	.925286	-.146	.8843
SPSSI	-.015299	-.016096	.957832	-.126	.9064

End Block Number 1 PIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispu spssi mbiee
30 0      /dependent mbiee
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P10

Regression Analysis: Emotional Exhaustion by
Locus of Control, Supervision and Guidance
Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSG = Guidance
MBIEE = Emotional Exhaustion


```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispu spsg mbiee
9 0      /dependent mbiee
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPU J D I Supervision on Present Job Score

Multiple R	.40568	Analysis of Variance			
R Square	.16457		DF		Sum of Squares
Adjusted R Square	.15475	Regression	1		2461.66261
Standard Error	12.12488	Residual	95		12496.08451
	Mean Square	F =	16.74455		Signif F = .0001
	2461.66261				
	127.01276				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.338756	.082785	-.405678	-4.092	.0001
(Constant)	32.159904	3.133220		10.264	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.260284	.278348	.955409	2.656	.0095
SPSG	-.289352	-.301034	.904361	-2.893	.0049

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Variable(s) Entered on Step Number 2.. SPSC S P S Guidance Score

Multiple R	.49020	Analysis of Variance			
R Square	.24029		DF		Sum of Squares
Adjusted R Square	.22210	Regression	2		3594.22437
Standard Error	11.63099	Residual	94		11265.52175
	Mean Square	F =	13.28439		Signif F = .0000
	1797.11219				
	125.62003				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.264033	.083511	-.331194	-3.162	.001
SPSC	-.1496413	.057075	-.193733	-2.627	.0104
(Constant)	33.750132	3.323146		10.153	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.133958	.121764	.119527	1.114	.2657

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdispj spsg mbiee
16 0      /dependent mbiee
17 0      /stepwise
18 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.33836	Analysis of Variance		
R Square	.11449		DF	Sum of Squares
Adjusted R Square	.09677	Regression	1	904.18268
Standard Error	11.82743	Residual	50	894.40962
	Mean Square	F =	6.46431	Signif = .0141
	904.18268			
	139.88819			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	1.380017	.342779	.338366	2.543	.0141
(Constant)	3.012515	5.900409		.511	.6119

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.247580	-.249904	.902215	-1.307	.0770
SPSG	-.133503	-.139755	.970387	-.988	.3280

End Block Number 1 PIN = .050 Limits reached.

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispu spsg mbiee
23 0      /dependent mbiee
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPU JDI Supervision on Present Job Score

Multiple R	.36692	Analysis of Variance		
R Square	.13463		DF	Sum of Squares
Adjusted R Square	.12067	Regression	1	1425.98295
Standard Error	12.15874	Residual	62	9165.76705
	Mean Square	F =	9.64578	Signif F = .0029
	1425.98295			
	147.83495			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.294834	.094931	-.366922	-3.106	.0029
(Constant)	30.151967	3.550156		3.493	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.018096	-.018712	.925296	-.146	.8943
SPSG	.087772	.091951	.949735	.721	.4735

End Block Number 1 PIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispu spsg mbiee
30 0      /dependent mbiee
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P11

Regression Analysis: Emotional Exhaustion by
Locus of Control, Co-Workers and
Social Integration Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSSI = Social Integration
MBIEE = Emotional Exhaustion

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spssi mbiee
9 0      /dependent mbiee
10 0     /stepwise
11 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ LDI Respite on Present Use Score

Multiple R	.38397	Analysis of Variance		
R Square	.14743		DF	Sum of Squares
Adjusted R Square	.13740	Regression	1	1205.11473
Standard Error	12.24866	Residual	85	10752.52236
	Mean Square	F =	14.69851	Signif F = .0001
	1205.11473			
	125.02979			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.321574	.053877	-.383966	-3.834	.0001
(Constant)	31.379703	3.119266		10.031	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.255229	.267894	.939285	1.548	.0126
SPSSI	-.120283	-.129001	.980646	-1.192	.2365

*** MULTIPLE REGRESSION ***

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Variable(s) Entered on Step Number 1.. LOCIE Rottens Locus of Control Internal-Extern

Multiple R	.45675	Analysis of Variance		
R Square	.20862		DF	Sum of Squares
Adjusted R Square	.18977	Regression	2	3120.43036
Standard Error	11.87099	Residual	84	11837.31677
	Mean Square	F =	11.67160	Signif F = .0001
	1560.21518			
	140.92044			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.268903	.083877	-.321076	-3.166	.0019
LOCIE	.788621	.309452	.255229	2.548	.0126
(Constant)	21.665253	4.870583		4.448	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	-.063871	-.074604	.994216	-.682	.4961

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spssi mbiee
16 0      /dependent mbiee
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE M B I Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People in Present Job Score

Multiple R	.46828	Analysis of Variance		
R Square	.21929		DF	Sum of Squares
Adjusted R Square	.20367	Regression	1	1732.08922
Standard Error	11.10550	Residual	50	5122.80309
	Mean Square			
	1732.08922	F =	14.04411	Signif F = .0005
	123.33206			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.416900	.111246	-.468282	-3.748	.0005
(Constant)	33.297328	4.507178		7.388	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.268425	.299635	.972799	2.198	.0327
SPSSI	-.062472	-.070654	.998591	-.496	.6222

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. MBIEE M B I Emotional Exhaustion S

Variable(s) Entered on Step Number 1.. LOCIE Rotter's Locus of Control: Internal-Extern

Multiple R	.53794	Analysis of Variance		
R Square	.28938		DF	Sum of Squares
Adjusted R Square	.26038	Regression	1	2285.72605
Standard Error	10.70282	Residual	49	5612.96626
	Mean Square			
	1142.86302	F =	9.97695	Signif F = .0002
	114.55033			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.377486	.108701	-.424011	-3.473	.0011
LOCIE	1.094796	.497988	.268425	2.198	.0327
(Constant)	20.364397	7.312679		2.785	.0076

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	-.074692	-.088450	.970782	-.6215	.5415

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippy spssi mbiee
23 0      /dependent mbiee
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPU JD : People on Present Job Score

Multiple R	.25879	Analysis of Variance		
R Square	.06697		DF	Sum of Squares
Adjusted R Square	.05191	Regression	1	706.03507
Standard Error	11.62513	Residual	61	9882.41493
	Mean Square	F =	4.45021	Sig. if F = .0389
	709.23507			
	159.39379			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig. T
JDIPPU	-.223646	.106016	-.258797	-2.110	.0389
(Constant)	17.151975	3.659205		7.420	.0000

----- Variables Not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig. T
LOCIE	.041231	.042079	.971767	.329	.7433
SPSSI	-.024647	-.024648	.933053	-.193	.8479

End Block Number 1 FIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippy spssi mbiee
30 0      /dependent mbiee
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

End Block Number 1 FIN = .050 Limits reached.

No variables entered/removed for this block.

APPENDIX P12

**Regression Analysis: Emotional Exhaustion by
Locus of Control, Co-Workers and Guidance
Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSG = Guidance
MBIEE = Emotional Exhaustion


```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippy spsg mbiee
9 0      /dependent mbiee
10 0     /stepwise
11 0

```

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE M B I Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSS S P S Guidance Score

Multiple R	.38714	Analysis of Variance	DF	Sum of Squares
R Square	.14988	Regression	1	1241.79561
Adjusted R Square	.13987	Residual	95	12715.95152
Standard Error	12.23108			
Mean Square		F =	14.98531	Signif F = .0001
1241.79561				
149.59943				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSS	-2.002117	.517197	-.387157	-3.871	.0002
(Constant)	47.672415	7.142217		6.675	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.222373	.224418	.865828	2.111	.0378
JDIPPJ	-.312356	-.329985	.948794	-3.204	.0019

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Equation Number 1 Dependent Variable.. MBIEE M B I Emotional Exhaustion S

Variable(s) Entered on Step Number 2.. JDIPPJ J D I People on Present Job Score

Multiple R	.49239	Analysis of Variance	DF	Sum of Squares
R Square	.24245	Regression	2	3525.43269
Adjusted R Square	.22441	Residual	94	11331.30824
Standard Error	11.61450			
Mean Square		F =	13.44156	Signif F = .0000
1813.21944				
134.89653				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSS	-1.636578	.504203	-.316455	-3.246	.0017
JDIPPJ	-.261600	.081652	-.312356	-3.204	.0019
(Constant)	51.565540	5.890171		8.7484	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.168880	.177583	.927648	1.544	.1040

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippy spsg mbiee
16 0      /dependent mbiee
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.46828	Analysis of Variance		
R Square	.21929		DF	Sum of Squares
Adjusted R Square	.20367	Regression	1	1732.08922
Standard Error	11.10550	Residual	50	123.33206

Mean Square	F =	14.04411	Signif F =	.0005
1732.08922				
123.33206				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.416900	.111246	-.468282	-3.748	.0005
(Constant)	33.297328	4.507178		7.388	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.268425	.299633	.972799	2.198	.0327
SPSG	-.144873	-.163230	.991094	-1.158	.2524

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Variable(s) Entered on Step Number 1.. LOCIE Rotter's Locus of Control Internal-External

Multiple R	.53794	Analysis of Variance		
R Square	.28938		DF	Sum of Squares
Adjusted R Square	.26038	Regression	2	2285.72605
Standard Error	10.70282	Residual	49	5612.96626

Mean Square	F =	9.97695	Signif F =	.0002
1142.86302				
114.55033				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.377486	.108701	-.424011	-3.473	.0011
LOCIE	1.094796	.497988	.268425	2.198	.0327
(Constant)	20.364397	7.312679		2.785	.0076

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSG	-.105154	-.120595	.954301	-.886	.3780

End Block Number 1 : F14 = ...155 . Limits Reached.

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spsg mbiee
23 0      /dependent mbiee
24 0      /stepwise
25 0

```

• • M U L T I P L E R E G R E S S I O N • •

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ JDI People on Present Job Score

Multiple R	.25879	Analysis of Variance		
R Square	.06697		DF	Sum of Squares
Adjusted R Square	.05192	Regression	1	709.33507
Standard Error	12.62513	Residual	62	9882.51493
	Mean Square	F =	4.45021	Signif F = .0389
	709.33507			
	159.39379			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.223646	.106016	-.258787	-2.110	.0389
(Constant)	27.151975	3.659205		7.420	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.041231	.042079	.971767	.329	.7433
SPSG	.062560	.063102	.949265	.494	.6232

End Block Number 1 PIN = .050 Limits reached.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spsg mbiee
30 0      /dependent mbiee
31 0      /stepwise
32 0

```

• • M U L T I P L E R E G R E S S I O N • •

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIEE MBI Emotional Exhaustion S

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P13

Regression Analysis: Depersonalization by
Locus of Control, Present Job and
Social Integration Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSSI = Social Integration
MBIDEP = Depersonalization

```

5 0      temporary
6 0      select if (disc eq 1)
7 0
8 0      regression variables = locie jdipj spssi mbidep
9 0      /dependent mbidep
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEF MBI Depersonalization Sub

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.53521	Analysis of Variance		
R Square	.28645		DF	Sum of Squares
Adjusted R Square	.27305	Regression	1	1551.49603
Standard Error	0.74306	Residual	85	3564.24890

Mean Square	F =	24.12220	Signif F =	.0000
1551.49603				
45.46881				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.374642	.064135	-.535207	-5.941	.0000
(Constant)	23.342479	2.094290		11.14	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.112151	.122183	.846920	1.128	.2524
SPSSI	8.088E-04	.000953	.990741	.009	.9931

```

12 0      temporary
13 0      select if (disp eq 2)
14 0      *
15 0      regression variables = lonie jdipj spssi mbidep
16 0      /dependent mbidep
17 0      /stepwise
18 0

```

* * * M U L T I P L E R E G R E S S I O N * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP * B 1 Depersonalization Score

Beginning Block Number 1. Method: Stepwise

Variables Entered on Step Number 1.. JDIPJ * B 1 Work on Present Job Score

Multiple R	.67190	Analysis of Variance		
R Square	.45131		DF	Sum of Squares
Adjusted R Square	.44034	Regression	1	1301.47635
Standard Error	5.62547	Residual	50	1521.19139
	Mean Square	F =	41.12529	Sig. F = .0000
	1301.47635			
	31.54386			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig. T
JDIPJ	-.485570	.075717	-.671797	-6.413	.0000
(Constant)	27.210754	1.548198		10.678	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig. T
LOCIE	.077420	.103325	.977297	.727	.4706
SPSSI	-.074564	-.100012	.987143	-.704	.4850

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spssi mbidep
23 0      /dependent mbidep
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.42050	Analysis of Variance			
R Square	.17682		DF		Sum of Squares
Adjusted R Square	.16355	Regression	1		614.74340
Standard Error	6.79405	Residual	62		2861.86598
	Mean Square	F =	13.31792		Signif F = .0005
	614.74340				
	46.13913				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.268806	.073658	-.420503	-3.649	.0005
(Constant)	20.742084	2.561776		8.097	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.063813	-.068984	.961976	-.540	.5911
SPSSI	-.198702	-.218219	.992832	-1.746	.0858

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spssi mbidep
30 0      /dependent mbidep
31 0      /stepwise
32 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.41337	Analysis of Variance		
R Square	.17088		DF	Sum of Squares
Adjusted R Square	.15396	Regression	1	490.40396
Standard Error	6.96861	Residual	49	2379.51761
	Mean Square	F =	10.09860	Signif F = .0026
	490.40396			
	48.56158			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.235047	.073965	-.413373	-3.178	.0026
(Constant)	14.589862	2.471900		5.902	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.247140	.265883	.959653	1.911	.0620
SPSSI	.011878	.012663	.942257	.088	.9304

APPENDIX P14

**Regression Analysis: Depersonalization by
Locus of Control, Present Job and
Guidance Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSG = Guidance
MBIDEP = Depersonalization

```

5 0      temporary
6 0      select if (disdep=1)
7 0
8 0      regression variables = locie jdip spsg mbidep
9 0      /dependent mbidep
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP R S I Dependence: Iteration 50:

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPU JD I work in Present Job Score

Multiple R	.53521	Analysis of Variance			
R Square	.28643		DF		Sum of Squares
Adjusted R Square	.27905	Regression	1		1551.49603
Standard Error	8.74306	Residual	35		3067.34580

Mean Square		F =	34.11220	Sig: F =	.0000
1551.49603					
45.46881					

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPU	-.374642	.064125	-.535207	-5.941	.0000
(Constant)	23.342479	2.094090		11.147	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.112151	.122183	.846920	1.128	.2624
SPSG	-.030007	-.033331	.980415	-.306	.7606

```

12 0      temporary
13 0      select :f (disp eq 2)
14 0
15 0      regression variables = locie jdipj spsg mbidep
16 0      /dependent mbidep
17 0      /stepwise
18 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.67180	Analysis of Variance			
R Square	.45131		DF	Sum of Squares	Mean Square
Adjusted R Square	.44034	Regression	1	1301.47635	1301.47635
Standard Error	5.62547	Residual	50	1582.29288	31.64586
		F =	41.12628	Signif F = .0000	

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.485570	.075717	-.671797	-6.413	.0000
(Constant)	27.210754	2.548198		10.678	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.077420	.103325	.977307	.727	.4706
SPSG	-.183721	-.245675	.960118	-1.774	.0823

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spsg mbidep
23 0      /dependent mbidep
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.42050	Analysis of Variance	
R Square	.17662	DF	Sum of Squares
Adjusted R Square	.16355	Regression	1 614.74340
Standard Error	6.79405	Residual	62 2861.86598

Mean Square	F =	13.31792	Signif F =	.0005
614.74340				
46.15913				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.268806	.073658	-.420503	-3.649	.0005
(Constant)	20.742084	2.561776		8.097	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.063813	-.068984	.961976	-.540	.5911
SPSC	.011357	.012407	.982388	.097	.9231

```

26 0      temporary
27 0      select if (disc eq 9)
28 0
29 0      regression variables = locie jdip spsg mbidep
30 0      /dependent mbidep
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEF MBI Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPU JD I work on Present Job Score

Multiple R	.41337	Analysis of Variance		
R Square	.17028		DF	Sum of Squares
Adjusted R Square	.15292	Regression	1	490.40392
Standard Error	6.92861	Residual	48	2379.51761
	Mean Square	F =	10.05320	Signif F = .0026
	490.40392			
	48.52158			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPU	-.235047	.073965	-.413373	-3.178	.0026
(Constant)	14.58966	2.471900		5.901	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.247140	.265883	.959652	1.911	.0620
SPSG	-.281806	-.308505	.993672	-2.147	.0293

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. MBIDEF MBI Depersonalization Sco

Variable(s) Entered on Step Number 1.. SPSG S P S Distance Score

Multiple R	.49979	Analysis of Variance		
R Square	.24979		DF	Sum of Squares
Adjusted R Square	.21353	Regression	1	712.87601
Standard Error	6.69740	Residual	48	2153.04355
	Mean Square	F =	7.99101	Signif F = .0010
	712.87601			
	44.85512			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPU	-.222300	.071311	-.390956	-3.117	.0031
SPSG	-.869177	.086616	-.281806	-11.067	.0000
(Constant)	15.145382	5.224825		4.625	.0001

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.206176	.202210	.977024	1.650	.1074

APPENDIX P15**Regression Analysis: Depersonalization by
Locus of Control, Supervision and
Social Integration Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSSI = Social Integration
MBIDEP = Depersonalization

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispj spssi mbidep
9 0      /dependent mbidep
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.30439	Analysis of Variance		
R Square	.09265		DF	Sum of Squares
Adjusted R Square	.08198	Regression	1	501.82690
Standard Error	7.60381	Residual	85	4914.51793
	Mean Square	F =	8.67944	Signif F = .0042
	501.82690			
	57.81786			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.565956	.192104	.304385	2.946	.0042
(Constant)	6.169988	2.097023		2.942	.0042

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.196625	-.201765	.955409	-1.888	.0625
SPSSI	.025236	.025689	.940215	.236	.8144

```

12 0     temporary
13 0     select if (disp eq 2)
14 0
15 0     regression variables = locie jdispj spssi mbidep
16 0     /dependent mbidep
17 0     /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

```

19 0      temporary
20 0      select if (disp eq 3:
21 0
22 0      regression variables = locie _dis_ _dssi mdisep
23 0      /dependent mdisep
24 0      /stepwise
25 0

```

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sci

Beginning Block Number 1.. Method: Stepwise

Variables Entered on Step Number 1.. JDISPU J D I Supervision on Present Job Score

Multiple R	.40056	Analysis of Variance		
R Square	.16048		DF	Sum of Squares
Adjusted R Square	.14691	Regression	1	557.82243
Standard Error	1.86128	Residual	62	2918.78495
	Mean Square	F =	11.54910	Signif F = .0010
	557.82243			
	47.07721			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.184403	.053571	-.400562	-3.442	.0010
Constant	19.154125	1.003384		19.062	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	F	Sig F
LODIE	-.096055	-.110841	.932135	1.752	.1915
SPSSCI	-.157298	-.166011	.957181	1.133	.2931


```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispj spssi mbidep
30 0      /dependent mbidep
31 0      /stepwise
32 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.32020	Analysis of Variance			
R Square	.10253		DF		Sum of Squares
Adjusted R Square	.08421	Regression	1		294.25036
Standard Error	7.25015	Residual	49		2575.67121
	Mean Square	F =	5.59787		Signif F = .0220
	294.25036				
	52.56472				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.530606	.232718	.320202	2.366	.0220
(Constant)	1.704545	2.601864		.655	.5155

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.126927	-.133575	.993951	-.934	.3551
SPSSI	-.071499	-.075368	.997234	-.524	.6029

End Block Number 1 PIN = .050 Limits reached.

APPENDIX P16**Regression Analysis: Depersonalization by
Locus of Control, Supervision and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSG = Guidance
MBIDEP = Depersonalization

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispj spsg mbidep
9 0      /dependent mbidep
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.30439	Analysis of Variance			
R Square	.09265		DF	Sum of Squares	Mean Square
Adjusted R Square	.08198	Regression	1	501.82690	501.82690
Standard Error	7.60381	Residual	85	4914.51793	57.81786
		F =	8.67944	Signif F =	.0042

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.565956	.192104	.304385	2.946	.0042
(Constant)	6.169988	2.097023		2.942	.0042

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.196625	-.201765	.955409	-1.888	.0625
SPSG	-.115501	-.112827	.965828	-1.041	.3010

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdispj spsg mbidep
16 0      /dependent mbidep
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.31247	Analysis of Variance		
R Square	.09764		DF	Sum of Squares
Adjusted R Square	.07959	Regression	1	281.57270
Standard Error	7.21415	Residual	50	2602.19653
	Mean Square	F =	5.41029	Signif F = .0241
	281.57270			
	52.04393			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-1.332767	.572986	-.312475	-2.326	.0241
(Constant)	30.440738	8.138621		3.740	.0005

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.126849	.131544	.970387	.929	.3575
JDISPJ	-.121283	-.125956	.973243	-.889	.3785

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispu spsg mbidep
23 0      /dependent mbidep
24 0      /stepwise
25 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPU J D I Supervision on Present Job Score

Multiple R	.40056	Analysis of Variance			
R Square	.16045		DF		Sum of Squares
Adjusted R Square	.14691	Regression	1		557.82243
Standard Error	6.86128	Residual	62		2918.78695
	Mean Square	F =	11.84910	Signif F =	.0010
	557.82243				
	47.07721				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.184403	.053571	-.400562	-3.442	.0010
(Constant)	18.154125	2.003384		9.062	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.096055	-.100841	.925286	-.792	.4316
SPSG	.047547	.050571	.949735	.395	.6939

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispj spsg mbidep
30 0      /dependent mbidep
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEF M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.32020	Analysis of Variance		
R Square	.10253		DF	Sum of Squares
Adjusted R Square	.08421	Regression	1	294.25036
Standard Error	7.25015	Residual	49	2575.67121
	Mean Square	F =	5.59787	Signif F = .0220
	294.25036			
	52.56472			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.550606	.232718	.320202	2.366	.0220
(Constant)	1.704545	2.601864		.655	.5155

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.126927	-.133575	.993951	-.934	.3551
SPSG	-.267400	-.278401	.972841	-2.008	.0503

APPENDIX P17

Regression Analysis: Depersonalization by
Locus of Control, Co-Workers and
Social Integration Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSSI = Social Integration
MBIDEP = Depersonalization

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spssi mbidep
9 0      /dependent mbidep
10 0     /stepwise
11 0

```

* * * * M U L T I P L E R E G R E S S I O N * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.37877	Analysis of Variance		
R Square	.44347		DF	Sum of Squares
Adjusted R Square	.13339	Regression	1	777.08379
Standard Error	7.38780	Residual	85	4639.26104
	Mean Square	F =	14.23764	Signif F = .0003
	777.08379			
	54.57954			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.190892	.050591	-.378775	-3.773	.0003
(Constant)	18.323889	1.886817		9.712	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.224696	.235301	.939285	2.219	.0292
SPSSI	.002036	.002179	.980646	.020	.9841

* * * * M U L T I P L E R E G R E S S I O N * * * *

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Variable(s) Entered on Step Number 2.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.43691	Analysis of Variance		
R Square	.19089		DF	Sum of Squares
Adjusted R Square	.17163	Regression	2	1033.94334
Standard Error	7.22298	Residual	84	4382.40149
	Mean Square	F =	9.90909	Signif F = .0001
	516.97167			
	52.17145			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.162989	.051036	-.323409	-3.194	.0020
LOCIE	.417787	.188288	.224696	2.219	.0292
(Constant)	13.177479	2.963537		4.447	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	.052737	.056648	.894216	.517	.6066


```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spssi mbidep
16 0      /dependent mbidep
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spssi mbidep
23 0      /dependent mbidep
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spssi mbidep
30 0      /dependent mbidep
31 0      /stepwise
32 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.32020	Analysis of Variance		
R Square	.10253		DF	Sum of Squares
Adjusted R Square	.08421	Regression	1	294.25036
Standard Error	7.25015	Residual	49	2575.67121
	Mean Square	F =	5.59787	Signif F = .0220
	294.25036			
	52.56472			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.550606	.232718	.320202	2.366	.0220
(Constant)	1.704545	2.601864		.655	.5155

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDIPPJ	-.190913	-.199230	.977367	-1.409	.1654
SPSSI	-.071499	-.075368	.997234	-.524	.6029

APPENDIX P18

**Regression Analysis: Depersonalization by
Locus of Control, Co-Workers and
Guidance Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSG = Guidance
MBIDEP = Depersonalization

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spsg mbidep
9 0      /dependent mbidep
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.37877	Analysis of Variance		
R Square	.14347		DF	Sum of Squares
Adjusted R Square	.13339	Regression	1	777.08379
Standard Error	7.38780	Residual	85	4639.26104
	Mean Square	F =	14.23764	Signif F = .0003
	777.08379			
	54.57954			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.190892	.050591	-.378775	-3.773	.0003
(Constant)	18.323889	1.886817		9.712	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.224696	.235301	.939285	2.219	.0292
SPSG	-.132576	-.139534	.948794	-1.291	.2001

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Variable(s) Entered on Step Number 2.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.43691	Analysis of Variance		
R Square	.19089		DF	Sum of Squares
Adjusted R Square	.17163	Regression	2	1033.94334
Standard Error	7.22298	Residual	84	4382.40149
	Mean Square	F =	9.90909	Signif F = .0001
	516.97167			
	52.17145			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.162989	.051036	-.323409	-3.194	.0020
LOCIE	.417787	.188288	.224696	2.219	.0292
(Constant)	13.177479	2.963537		4.447	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSG	-.066197	-.067694	.837648	-.618	.5382

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spsg mbidep
16 0      /dependent mbidep
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.31247	Analysis of Variance		
R Square	.09764		DF	Sum of Squares
Adjusted R Square	.07959	Regression	1	281.57270
Standard Error	7.21415	Residual	50	2602.19653

Mean Square	F =	5.41029	Signif F = .0241
281.57270			
52.04393			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-1.332767	.572986	-.312475	-2.326	.0241
(Constant)	30.440738	8.138621		3.740	.0005

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.126849	.131544	.970387	.929	.3575
JDIPPJ	-.225015	-.235819	.991094	-1.699	.0957

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spsg mbidep
23 0      /dependent mbidep
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spsg mbidep
30 0      /dependent mbidep
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. MBIDEP M B I Depersonalization Sco

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.32020	Analysis of Variance		
R Square	.10253		DF	Sum of Squares
Adjusted R Square	.08421	Regression	1	294.25036
Standard Error	7.25015	Residual	49	2575.67121
	Mean Square	F =	5.59787	Signif F = .0220
	294.25036			
	52.56472			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.350606	.232718	.320202	2.366	.0220
(Constant)	1.704545	2.601864		.655	.5155

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDIPPJ	-.190913	-.199230	.977367	-1.409	.1654
SPSG	-.267400	-.278401	.972841	-2.008	.0503

APPENDIX P19

Regression Analysis: Role Overload by
Locus of Control, Present Job and
Social Integration Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSSI = Social Integration
ORQRO = Role Overload

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipj spssi orqro
9 0      /dependent orqro
10 0     /stepwise
11 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORGR0 O R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.30223	Analysis of Variance		
R Square	.09134		DF	Sum of Squares
Adjusted R Square	.08065	Regression	1	552.35687
Standard Error	8.04007	Residual	85	5494.63164
	Mean Square	F =	8.54476	Signif F = .0044
	552.35687			
	64.64273			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.223538	.076472	-.302232	-2.923	.0044
(Constant)	33.528183	2.496884		13.428	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.121743	-.117535	.846920	-1.085	.2811
SPSSI	.145359	.151991	.990741	1.409	.1624


```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipj spssi orqro
16 0      /dependent orqro
17 0      /stepwise
18 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO O R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.53730	Analysis of Variance		
R Square	.28869		DF	Sum of Squares
Adjusted R Square	.27447	Regression	1	771.19212
Standard Error	6.16460	Residual	50	1900.11357
	Mean Square	F =	20.29330	Signif F = .0000
	771.19212			
	38.00231			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.373779	.082973	-.537303	-4.505	.0000
(Constant)	35.090685	2.792413		12.566	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.220035	.257916	.977307	1.869	.0677
SPSSI	.226206	.266481	.987143	1.935	.0587

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spssi orqro
23 0      /dependent orqro
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO O R Q Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.34465	Analysis of Variance		
R Square	.11879		DF	Sum of Squares
Adjusted R Square	.10457	Regression	1	519.55493
Standard Error	7.88453	Residual	62	3854.30445

Mean Square	F =	8.35751	Signif F =	.0053
519.55493				
62.16620				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.247120	.085481	-.344654	-2.891	.0053
(Constant)	33.653509	2.972963		11.321	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.035255	-.036835	.961976	-.288	.7744
SPSSI	.068721	.072944	.992832	.571	.5699

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spssi orqro
30 0      /dependent orqro
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO O R Q Role Overload Score

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P20**Regression Analysis: Role Overload by
Locus of Control, Present Job and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSG = Guidance
ORQRO = Role Overload

```

5 0      temporary
6 0      select if /display 1
7 0
8 0      regression variables = locie jdipu spsg onqrc
9 0      /dependent onqrc
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ONQRC C F G Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPU C F G Work on Present Job Score

Multiple R	.30223	Analysis of Variance		
R Square	.09134		DF	Sum of Squares
Adjusted R Square	.08065	Regression	1	552.35637
Standard Error	3.94007	Residual	35	5294.13114

Mean Square	F =	8.54476	Sig. F =	.0044
552.35637				
151.24465				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig. T
JDIPU	-.223538	.076472	-.302232	-2.923	.0044
(Constant)	33.528183	2.496884		13.428	.0000

----- Variables Not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig. T
LOCIE	-.121743	-.117535	.845920	-1.085	.2811
SPSG	-.201169	-.198513	.889415	-1.852	.0875

```

12 0      temporary
13 0      select if (disc eq 2)
14 0
15 0      regression variables = locie,ojie, epsg,brnd
16 0      /dependent brnd
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. BRGRD C R 3 Hole Overhead Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered in Step Number 1.. JDIPJ C I I Work on Present Job Score

```

Multiple R      .537300      Analysis of Variance
R Square        .288669      Regression      1      Sum of Squares
Adjusted R Square .27447      Regression      1      271.161
Standard Error   .134600      Residual       50      1900.11257

```

```

Mean Square      F =      10.25531      Signif F = .0000
.271161
33.00231

```

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.373779	.082973	-.537303	-4.505	.0000
(Constant)	35.090685	1.792413		12.556	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.120035	.257915	.477307	1.259	.0577
EPSC	.001997	.002320	.962118	.016	.9871

```

19 0      temporary
20 0      select if (display 3)
21 0
22 0      regression variables = locie jdip, spsg crorg
23 0      dependent crorg
24 0      stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. CRGRG C R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variables Entered on Step Number 1.. JDIPU JD I Work in Present Job Score

Multiple R	.34425	Analysis of Variance		
R Square	.11875		DF	Sum of Squares
Adjusted R Square	.10457	Regression	1	519.55493
Standard Error	7.88455	Residual	61	3554.10145

Mean Square		F =	5.35751	Sig. F =	.0053
519.55493					
58.26550					

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig. T
JDIPU	-.147120	.085461	-.344654	-1.691	.0953
(Constant)	33.655309	1.973943		11.321	.0000

----- Variables Not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig. T
LOCIE	-.035055	-.036535	.961976	-.258	.7744
SPSG	.1749370	.103663	.982398	.816	.4179

```

26 0      temporary
27 0      select if (display 3)
28 0
29 0      regression variables = locie jdip, spsg crorg
30 0      dependent crorg
31 0      stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. CRGRG C R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

APPENDIX P21

Regression Analysis: Role Overload by
Locus of Control, Supervision and
Social Integration Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSSI = Social Integration
ORQRO = Role Overload

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispj spssi orqro
9 0      /dependent orqro
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO O R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

```

12 0     temporary
13 0     select if (disp eq 2)
14 0
15 0     regression variables = locie jdispj spssi orqro
16 0     /dependent orqro
17 0     /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO O R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.51287	Analysis of Variance		
R Square	.26304		DF	Sum of Squares
Adjusted R Square	.24830	Regression	1	702.65284
Standard Error	6.27480	Residual	50	1968.65485

Mean Square	F =	17.84601	Signif F =	.0001
702.65284				
39.37310				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPJ	-.318819	.075470	-.512871	-4.224	.0001
(Constant)	36.873656	3.371057		10.938	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.150302	.166302	.902215	1.181	.2435
SPSSI	.117828	.136714	.992139	.966	.3388


```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispu spssi orqro
23 0      /dependent orqro
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORGRQ O R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPU J D I Supervision on Present Job Score

Multiple R	.32039	Analysis of Variance		
R Square	.10265		DF	Sum of Squares
Adjusted R Square	.08818	Regression	1	448.97836
Standard Error	7.95641	Residual	62	3924.88102

Mean Square	F =	7.09236	Signif F =	.0099
448.97836				
63.30453				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.165437	.062121	-.320391	-2.663	.0099
(Constant)	31.138134	2.323145		13.403	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.058666	-.057572	.925286	-.466	.6428
SPSSI	.109410	.113040	.957882	.889	.3777

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispu spssi orqro
30 0      /dependent orqro
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORGRQ O R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

APPENDIX P22**Regression Analysis: Role Overload by
Locus of Control, Supervision and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSG = Guidance
ORQRO = Role Overload

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispj spsg orqro
9 0      /dependent orqro
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO C R Q Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.28163	Analysis of Variance		
R Square	.07931		DF	Sum of Squares
Adjusted R Square	.06848	Regression	1	479.60993
Standard Error	8.09312	Residual	85	5567.37858
	Mean Square	F =	7.32245	Signif F = .0082
	479.60993			
	65.49857			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-.926052	.342222	-.281627	-2.706	.0082
(Constant)	39.249055	4.725894		8.305	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.101655	-.098580	.865828	-.908	.3665
JDISPJ	-.096293	-.095435	.904361	-.879	.3821

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdispy spsg brand
16 0      dependent brand
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. CRCRC C P C Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPY C P C Supervision or Present Job Score

Multiple R	.51287	Analysis of Variance		
R Square	.26304		DF	Sum of Squares
Adjusted R Square	.24830	Regression	1	702.15534
Standard Error	3.27480	Residual	50	1768.15465
	Mean Square	F		Signif. F
	702.15534	17.84251		.0001
	35.37310			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig. T
JDISPY	-.318819	.075470	-.512871	-4.224	.0001
(Constant)	35.373656	3.371057		10.4936	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig. T
LOCIE	.150301	.156301	.302215	1.181	.2425
SFSD	-.022081	-.025277	.475243	-.078	.9357

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispj spsg orqro
23 0      /dependent orqro
24 0      /stepwise
25 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORGRD O R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.32039	Analysis of Variance		
R Square	.10265		DF	Sum of Squares
Adjusted R Square	.08818	Regression	1	448.97836
Standard Error	7.95641	Residual	62	3924.38102
	Mean Square	F =	7.09236	Signif F = .0099
	448.97836			
	63.30453			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPJ	-.165437	.062121	-.320391	-2.663	.0099
(Constant)	31.138134	2.323145		13.403	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.058666	-.059572	.925286	-.466	.6428
SPSG	.129224	.132943	.949735	1.048	.2989

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispj spsg orqro
30 0      /dependent orqro
31 0      /stepwise
32 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORGRD O R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

APPENDIX P23

Regression Analysis: Role Overload by
Locus of Control, Co-Workers and
Social Integration Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSSI = Social Integration
ORQRO = Role Overload

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spssi orqro
9 0      /dependent orqro
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO O R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.21541	Analysis of Variance			
R Square	.04640		DF		Sum of Squares
Adjusted R Square	.03518	Regression	1		280.60022
Standard Error	8.23650	Residual	95		5766.38829

Mean Square	F =	4.13621	Signif F =	.0451
280.60022				
67.83986				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.114709	.056402	-.215414	-2.034	.0451
(Constant)	30.561139	2.103572		14.528	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.040388	-.040084	.939295	-.368	.7140
SPSSI	.147961	.150045	.980646	1.391	.1679

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spssi orqro
16 0      /dependent orqro
17 0      /stepwise
18 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO C R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.58909	Analysis of Variance		
R Square	.34703		DF	Sum of Squares
Adjusted R Square	.33397	Regression	1	927.01301
Standard Error	5.90643	Residual	30	1744.29468

Mean Square	F =	26.57272	Signif F =	.0000
927.01301				
34.88589				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.304993	.059166	-.589089	-5.155	.0000
(Constant)	34.728561	2.397130		14.488	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.204385	.249466	.972799	1.803	.0775
SPSSI	.184745	.228464	.998591	1.643	.1068

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spssi orqro
23 0      /dependent orqro
24 0      /stepwise
25 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO C R G Role Overload Score

Beginning Block Number 1. Method: Stepwise

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spssi orqro
30 0      /dependent orqro
31 0      /stepwise
32 0

```


APPENDIX P24**Regression Analysis: Role Overload by
Locus of Control, Co-Workers and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSG = Guidance
ORQRO = Role Overload

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spsg orqro
9 0      /dependent orqro
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO O R Q Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSP S P S Guidance Score

Multiple R	.28162	Analysis of Variance		
R Square	.07931		DF	Sum of Squares
Adjusted R Square	.06848	Regression	1	479.60992
Standard Error	3.09312	Residual	25	5567.37858
	Mean Square	F =	7.32245	Signif F = .0082
	479.60992			
	65.49857			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSP	-.926052	.342222	-.281627	-2.706	.0082
(Constant)	39.249055	4.725894		8.305	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.101655	-.098580	.865828	-.908	.3665
JDIPPJ	-.159872	-.162294	.948794	-1.507	.1355

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spsg orqro
16 0      /dependent orqro
17 0      /stepwise
18 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO O R Q Role Overload Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.58909	Analysis of Variance		
R Square	.34703		DF	Sum of Squares
Adjusted R Square	.33397	Regression	1	927.01301
Standard Error	5.90643	Residual	50	1744.29468
	Mean Square	F =	26.57272	Signif F = .0000
	927.01301			
	34.88589			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.304993	.059166	-.589089	-5.155	.0000
(Constant)	34.728561	2.397130		14.488	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.204385	.249466	.972799	1.803	.0775
SPSG	-.050238	-.061893	.991094	-.434	.6661

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spsg orqro
23 0      /dependent orqro
24 0      /stepwise
25 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQRO O R Q Role Overload Score

Beginning Block Number 1. Method: Stepwise

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spsg orqro
30 0      /dependent orqro
31 0      /stepwise
32 0

```

APPENDIX P25

Regression Analysis: Vocational Strain by
Locus of Control, Present Job and
Social Integration Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSSI = Social Integration
PSQVS = Vocational Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipj spssi psqvs
9 0      /dependent psqvs
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.65728	Analysis of Variance		
R Square	.43201		DF	Sum of Squares
Adjusted R Square	.42533	Regression	1	961.34159
Standard Error	3.85612	Residual	85	1263.92277
Mean Square		F =	64.65113	Signif F = .0000
961.34159				
14.86968				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.294904	.036677	-.657276	-8.041	.0000
(Constant)	25.944976	1.197338		21.665	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.158910	.194045	.846920	1.813	.0734
SPSSI	-.187789	-.248017	.990741	-2.346	.0213

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Socr

Variable(s) Entered on Step Number 1.. SPSSI S P S Integration Score

Multiple R	.58334	Analysis of Variance		
R Square	.46695		DF	Sum of Squares
Adjusted R Square	.45426	Regression	1	1039.08874
Standard Error	3.75781	Residual	84	1186.17563
Mean Square		F =	36.79196	Signif F = .0000
519.54437				
14.12114				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.286796	.035908	-.639207	-7.987	.0000
SPSSI	-.452983	.193052	-.187789	-2.346	.0213
(Constant)	31.699870	2.716107		11.671	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.119117	.146266	.803728	1.347	.1816

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipj spssi psqvs
16 0      /dependent psqvs
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.56275	Analysis of Variance		
R Square	.43924		DF	Sum of Squares
Adjusted R Square	.42802	Regression	1	635.77441
Standard Error	4.02906	Residual	50	811.66790
	Mean Square	F =	39.16469	Signif = .0000
	635.77441			
	16.23336			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.339379	.054230	-.662752	-6.258	.0000
(Constant)	27.046259	1.825067		14.819	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.091642	.120983	.977307	.853	.3977
SPSSI	.004309	.003717	.987143	.040	.9682

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spssi psqvs
23 0      /dependent psqvs
24 0      /stepwise
25 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I work on Present Job Score

Multiple R	.43699	Analysis of Variance			
R Square	.19096		DF		Sum of Squares
Adjusted R Square	.17791	Regression	1		205.81124
Standard Error	3.75014	Residual	61		871.93876
	Mean Square	F =	14.53440	Signif F =	.0003
	205.81124				
	14.06355				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.155335	.040657	-.436994	-3.825	.0003
(Constant)	21.415981	1.414033		15.145	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.047040	.051294	.961976	.401	.6897
SPSSI	-.057416	-.063604	.992832	-.498	.6204

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spssi psqvs
30 0      /dependent psqvs
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.61533	Analysis of Variance			
R Square	.37863		DF		Sum of Squares
Adjusted R Square	.36595	Regression	1		488.74621
Standard Error	4.04585	Residual	49		902.07732
	Mean Square	F =	29.85817		Signif F = .0000
	488.74621				
	16.36892				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.234649	.042942	-.615330	-5.464	.0000
(Constant)	23.146280	1.435141		16.128	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.041462	.051526	.959653	.357	.7223
SPSSI	-.107643	-.132555	.942257	-.927	.3588

APPENDIX P26**Regression Analysis: Vocational Strain by
Locus of Control, Present Job and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSG = Guidance
PSQVS = Vocational Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipj spsg psqvs
9 0      /dependent psqvs
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.65728	Analysis of Variance		
R Square	.43201		DF	Sum of Squares
Adjusted R Square	.42533	Regression	1	961.34159
Standard Error	3.85612	Residual	85	1263.92277

Mean Square	F =	64.65113	Signif F =	.0000
961.34159				
14.36968				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.294904	.036677	-.657276	-8.041	.0000
(Constant)	25.944976	1.197538		21.665	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.158910	.194045	.846920	1.813	.0734
SPSG	-.301210	-.375011	.880415	-3.708	.0004

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Variable(s) Entered on Step Number 1.. SPSG S P S Guidance Score

Multiple R	.71546	Analysis of Variance		
R Square	.51189		DF	Sum of Squares
Adjusted R Square	.50027	Regression	2	1139.09076
Standard Error	3.59592	Residual	84	1086.17361

Mean Square	F =	44.04619	Signif F =	.0000
569.54538				
12.93064				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.248169	.036451	-.553115	-6.808	.0000
SPSG	-.600830	.162053	-.301210	-3.708	.0004
(Constant)	32.668945	2.129809		15.339	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.082672	.104930	.786314	.961	.3391

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipj spsg psqvs
16 0      /dependent psqvs
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 'Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.66275	Analysis of Variance		
R Square	.43924		DF	Sum of Squares
Adjusted R Square	.42802	Regression	1	635.77441
Standard Error	4.02906	Residual	50	811.66790
	Mean Square	F =	39.16469	Signif F = .0000
	635.77441			
	16.23336			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.339379	.054230	-.662752	-6.258	.0000
(Constant)	27.046259	1.825067		14.819	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.091642	.120983	.977307	.853	.3977
SPSG	-.124954	-.163502	.960118	-1.160	.2516

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spsg psqvs
23 0      /dependent psqvs
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.43699	Analysis of Variance			
R Square	.19096		DF	Sum of Squares	
Adjusted R Square	.17791	Regression	1	205.81124	
Standard Error	3.75014	Residual	62	371.93876	
	Mean Square	F =	14.63440	Signif F =	.0003
	205.81124				
	14.06353				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.155535	.040657	-.436994	-3.825	.0003
(Constant)	21.415981	1.414033		15.145	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.047040	.051294	.961976	.401	.6897
SPSG	-.225863	-.248887	.982388	-2.007	.0492

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Variable(s) Entered on Step Number 2.. SPSC S P S Guidance Score

Multiple R	.49100	Analysis of Variance			
R Square	.24108		DF	Sum of Squares	
Adjusted R Square	.21620	Regression	2	259.82314	
Standard Error	3.66178	Residual	61	317.92686	
	Mean Square	F =	9.68865	Signif F =	.0002
	129.91157				
	13.40864				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.144866	.040054	-.407019	-3.617	.0006
SPSG	-.352316	.175541	-.225863	-2.007	.0492
(Constant)	25.546935	2.478461		10.308	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.041517	.046728	.946795	.362	.7184

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spsg psqvs
30 0      /dependent=psqvs
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.61533	Analysis of Variance	DF	Sum of Squares
R Square	.37863	Regression	1	488.74621
Adjusted R Square	.36595	Residual	49	802.07722
Standard Error	4.04585			

Mean Square	F =	29.85817	Signif F =	.0000
488.74621				
16.36892				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.234649	.042942	-.615330	-5.464	.0000
(Constant)	23.146280	1.435141		16.128	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.041462	.051526	.959653	.357	.7223
SPSG	-.319662	-.404239	.993672	-3.062	.0036

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Score

Variable(s) Entered on Step Number 2.. SPSG S P S Guidance Score

Multiple R	.69294	Analysis of Variance	DF	Sum of Squares
R Square	.48017	Regression	2	619.81269
Adjusted R Square	.45831	Residual	48	671.01084
Standard Error	3.73890			

Mean Square	F =	22.16880	Signif F =	.0000
309.90635				
13.97939				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.224952	.039811	-.589902	-5.651	.0000
SPSG	-.661221	.215946	-.319662	-3.062	.0036
(Constant)	31.937073	3.162491		10.099	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.008304	-.011150	.937364	-.076	.9394

APPENDIX P27

**Regression Analysis: Vocational Strain by
Locus of Control, Supervision and
Social Integration Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSSI = Social Integration
PSQVS = Vocational Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispu spssi psqvs
9 0      /dependent psqvs
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotter's Locus of Control Internal-Extern

Multiple R	.39175	Analysis of Variance	DF	Sum of Squares
R Square	.15347	Regression	1	341.50066
Adjusted R Square	.14351	Residual	85	1893.76371
Standard Error	4.70765			

Mean Square	F =	15.40934	Signif F =	.0002
341.50066				
22.16193				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.466876	.118935	.391746	3.925	.0002
(Constant)	12.212459	1.298303		9.406	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.276318	-.293549	.955409	-2.814	.0061
SPSSI	-.163271	-.172068	.940215	-1.601	.1132

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Score

Variable(s) Entered on Step Number 2.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.47582	Analysis of Variance	DF	Sum of Squares
R Square	.22641	Regression	2	503.82652
Adjusted R Square	.20799	Residual	84	1721.43798
Standard Error	4.52695			

Mean Square	F =	12.29246	Signif F =	.0000
251.91225				
20.46331				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.397336	.117008	.333397	3.396	.0010
JDISPJ	-.388996	.031622	-.276318	-2.814	.0061
(Constant)	15.976588	1.829602		8.732	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	-.124531	-.135757	.912277	-1.248	.2154

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdispj spssi psqvs
16 0      /dependent psqvs
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.42627	Analysis of Variance			
R Square	.18171		DF		Sum of Squares
Adjusted R Square	.16534	Regression	1		263.01197
Standard Error	4.86709	Residual	50		1184.43034
	Mean Square	F =	11.10289	Signif F =	.0016
	263.01197				
	23.68861				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPJ	-.195057	.058539	-.426271	-3.332	.0016
(Constant)	24.590540	2.614786	.	9.404	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.062185	.065296	.902215	.458	.6489
SPSSI	-.109550	-.120627	.992139	-.951	.3991

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispj spssi psqvs
23 0      /dependent psqvs
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise


```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdisp spss psqvs
30 0      /dependent psqvs
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSS S P S Guidance Score

Multiple R	.36659	Analysis of Variance		
R Square	.13439		DF	Sum of Squares
Adjusted R Square	.11672	Regression	1	173.46925
Standard Error	4.77526	Residual	49	1117.35428
	Mean Square	F =	7.60725	Signif F = .0081
	173.46925			
	22.80315			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSS	-.758287	.274928	-.366588	-2.758	.0081
(Constant)	26.363902	3.837622		6.878	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.105850	.112214	.972841	.782	.4378
JDISPJ	-.013631	-.014347	.958986	-.099	.9212

APPENDIX P28**Regression Analysis: Vocational Strain by
Locus of Control, Supervision and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSG = Guidance
PSQVS = Vocational Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispj spsg psqvs
9 0      /dependent psqvs
10 0     /stepwise
11 0

```

+ + + + M U L T I P L E R E G R E S S I O N + + + +

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.49248	Analysis of Variance		
R Square	.24254		DF	Sum of Squares
Adjusted R Square	.23363	Regression	1	539.71414
Standard Error	4.45309	Residual	85	1685.55023
	Mean Square	F =	.27.21705	Signif F = .0000
	539.71414			
	19.83000			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-.982366	.188301	-.492483	-5.217	.0000
(Constant)	30.243382	2.600336		11.631	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.244104	.260983	.865828	2.478	.0152
JDISPJ	-.214977	-.234899	.904361	-2.215	.0295

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.54234	Analysis of Variance		
R Square	.29413		DF	Sum of Squares
Adjusted R Square	.27733	Regression	2	654.52012
Standard Error	4.32427	Residual	84	1570.74424
	Mean Square	F =	17.50116	Signif F = .0000
	327.26006			
	19.69934			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSG	-.804010	.196512	-.403069	-4.091	.0001
LOCIE	.290919	.117409	.244104	2.478	.0152
(Constant)	24.896339	3.321599		7.495	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.190891	-.214744	.809537	-2.003	.0484

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Variable(s) Entered on Step Number 3.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.57156	Analysis of Variance		
R Square	.32668		DF	Sum of Squares
Adjusted R Square	.30235	Regression	3	726.95482
Standard Error	4.24876	Residual	83	1498.30935
	Mean Square	F =	13.42341	Signif F = .0000
	242.31827			
	18.05192			

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSG	-.702021	.199680	-.351940	-3.516	.0007
LOCIE	.265199	.116071	.222523	2.285	.0249
JDISPJ	-.061482	.030693	-.190891	-1.003	.3184
(Constant)	25.887803	3.300911		7.843	.0000

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdispj spsg psqvs
16 0      /dependent psqvs
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.42627	Analysis of Variance		
R Square	.18171		DF	Sum of Squares
Adjusted R Square	.16534	Regression	1	263.01197
Standard Error	4.86709	Residual	50	1184.43034
	Mean Square	F =	11.10289	Signif F = .0016
	263.01197			
	23.68861			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPJ	-.195057	.058539	-.426272	-3.332	.0016
(Constant)	24.590540	2.614786		9.404	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.062185	.065296	.902215	.458	.6489
SPSG	-.187618	-.204612	.973243	-1.463	.1498

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispj spsg psqvs
23 0      /dependent psqvs
24 0      /stepwise
25 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.27988	Analysis of Variance		
R Square	.07833		DF	Sum of Squares
Adjusted R Square	.06347	Regression	1	84.42250
Standard Error	4.00268	Residual	62	993.32750

Mean Square	F =	5.26935	Signif F = .0251
84.42250			
16.02141			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSG	-.436574	.190186	-.279879	-2.296	.0251
(Constant)	21.865176	2.470135		8.852	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.116895	.121612	.997549	.957	.3424
JDISPJ	-.130740	-.132716	.949735	-1.046	.2998

APPENDIX P29

Regression Analysis: Vocational Strain by
Locus of Control, Co-Workers and
Social Integration Among Dispatchers and Clerks

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSSI = Social Integration
PSQVS = Vocational Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spssi psqvs
9 0      /dependent psqvs
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P E R vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.39175	Analysis of Variance		
R Square	.15347		DF	Sum of Squares
Adjusted R Square	.14351	Regression	1	341.50066
Standard Error	4.70765	Residual	35	1293.76371
Mean Square		F =	15.40934	Signif F = .0002
341.50066				
22.16193				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.466876	.118935	.391746	3.925	.0002
(Constant)	12.212459	1.298303		9.406	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDIPPJ	-.286727	-.302026	.939285	-2.904	.0047
SPSSI	-.163271	-.172068	.940215	-1.601	.1132

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQVS P E R vocational Strain Socr

Variable(s) Entered on Step Number 2.. JDIPPJ J D I People on Present Job Score

Multiple R	.48030	Analysis of Variance		
R Square	.23069		DF	Sum of Squares
Adjusted R Square	.21237	Regression	2	513.33723
Standard Error	4.51443	Residual	34	1711.32714
Mean Square		F =	12.59409	Signif F = .0000
256.66862				
20.38008				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.382676	.117682	.321096	3.251	.0017
JDIPPJ	-.092622	.031398	-.286727	-2.904	.0047
(Constant)	16.194604	1.852239		8.743	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	-.140207	-.154453	.894216	-1.424	.1581


```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spssi psqvs
16 0      /dependent psqvs
17 0      /stepwise
18 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S F Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.41382	Analysis of Variance		
R Square	.17125		DF	Sum of Squares
Adjusted R Square	.15467	Regression	1	247.87206
Standard Error	4.89210	Residual	50	1199.57024
Mean Square		F =	10.33170	Signif F = .0023
	247.87206			
	23.99140			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.157710	.049065	-.413822	-3.214	.0023
(Constant)	22.178200	1.987900		11.157	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.124539	.134929	.972799	.953	.3452
SPSSI	-.055441	-.060857	.998591	-.427	.6714

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spssi psqvs
23 0      /dependent psqvs
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 , Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spssi psqvs
30 0      /dependent psqvs
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

End Block Number 1 PIN = .050 Limits reached.
No variables entered/removed for this block.

APPENDIX P30**Regression Analysis: Vocational Strain by
Locus of Control, Co-Workers and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSG = Guidance
PSQVS = Vocational Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spsg psqvs
9 0      /dependent psqvs
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S F S Guidance Score

Multiple R	.49248	Analysis of Variance		
R Square	.24254		DF	Sum of Squares
Adjusted R Square	.23363	Regression	1	539.71414
Standard Error	4.45309	Residual	95	1685.25023
	Mean Square	F =	27.21705	Signif F = .0000
	539.71414			
	19.83000			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-.982366	.188301	-.492483	-5.217	.0000
(Constant)	30.243382	2.606336		11.631	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.244104	.250983	.965828	2.478	.0152
JDIPPJ	-.268134	-.300094	.948794	-2.883	.0050

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Socr

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.55745	Analysis of Variance		
R Square	.31075		DF	Sum of Squares
Adjusted R Square	.29434	Regression	2	691.50865
Standard Error	4.27305	Residual	84	1533.75572
Mean Square		F =	18.93611	Signif F = .0000
345.75433				
18.25900				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-.861336	.185500	-.431808	-4.643	.0000
JDIPPJ	-.086616	.030041	-.268134	-2.883	.0050
(Constant)	31.532429	2.534942		12.439	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.199975	.220454	.337648	2.059	.0426

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Variable(s) Entered on Step Number 2.. LOCIE Rotters Locus of Control: Internal-Extern

Multiple R	.58673	Analysis of Variance		
R Square	.34425		DF	Sum of Squares
Adjusted R Square	.32055	Regression	3	766.04927
Standard Error	4.19296	Residual	83	1459.21510
Mean Square		F =	14.52427	Signif F = .0000
255.34976				
17.58090				

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Equation Number 1 Dependent Variable.. PSQVS F S R Vocational Strain Socr

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-.730780	.192750	-.366357	-3.791	.0003
JDIPPJ	-.075483	.029969	-.233670	-2.519	.0137
LOCIE	.238326	.115743	.199975	2.059	.0426
(Constant)	26.986351	3.325913		8.114	.0000

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spsg psqvs
16 0      /dependent psqvs
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.41382	Analysis of Variance		
R Square	.17125		DF	Sum of Squares
Adjusted R Square	.15467	Regression	1	247.87206
Standard Error	4.89810	Residual	50	1199.57024

Mean Square	F =	10.33170	Signif F =	.0023
247.87206				
23.99140				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.157710	.049065	-.413822	-3.214	.0023
(Constant)	22.178200	1.987900		11.157	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.124539	.134929	.972799	.953	.3452
SPSG	-.215188	-.235322	.991094	-1.695	.0965

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spsg psqvs
23 0      /dependent psqvs
24 0      /stepwise
25 0

```

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.27988	Analysis of Variance		
R Square	.07833		DF	Sum of Squares
Adjusted R Square	.06347	Regression	1	84.42250
Standard Error	4.00268	Residual	60	993.32750
	Mean Square	F =	5.26935	Signif F = .0251
	84.42250			
	16.02141			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-.436574	.190186	-.279879	-2.296	.0251
(Constant)	21.865176	2.470135		8.852	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.116895	.121612	.997549	.957	.3424
JDIPPJ	-.083896	-.085143	.949265	-.667	.5070

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spsg psqvs
30 0      /dependent psqvs
31 0      /stepwise
32 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQVS P S R Vocational Strain Socr

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.36659	Analysis of Variance		
R Square	.13439		DF	Sum of Squares
Adjusted R Square	.11672	Regression	1	173.46925
Standard Error	4.77526	Residual	49	1117.35428
	Mean Square	F =	7.60725	Signif F = .0081
	173.46925			
	22.80315			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-.758287	.274928	-.366588	-2.758	.0081
(Constant)	26.363902	3.837622		6.870	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.105850	.112214	.972841	.792	.4378
JDIPPJ	-.150866	-.159785	.970989	-1.121	.2677

APPENDIX P31**Regression Analysis: Responsibility by
Locus of Control, Present Job and
Social Integration Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSSI = Social Integration
ORQR = Responsibility

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipj spssi orqr
9 0      /dependent orqr
10 0     /stepwise
11 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

```

12 0     temporary
13 0     select if (disp eq 2)
14 0
15 0     regression variables = locie jdipj spssi orqr
16 0     /dependent orqr
17 0     /stepwise
18 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.27491	Analysis of Variance		
R Square	.07557		DF	Sum of Squares
Adjusted R Square	.05709	Regression	1	170.25530
Standard Error	0.45379	Residual	50	2082.57163
	Mean Square	F =	4.08762	Signif F = .0486
	170.25530			
	41.65143			

----- variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.598801	.296174	.274907	2.022	.0486
(Constant)	18.689441	3.219635		5.805	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDIPJ	-.218446	-.224608	.977307	-1.613	.1131
SPSSI	.118781	.123449	.998503	.871	.3881

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie _dip_ spss: orqr
23 0      /dependent orqr
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie _dip_ spss: orqr
30 0      /dependent orqr
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

APPENDIX P32

**Regression Analysis: Responsibility by
Locus of Control, Present Job and
Guidance Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSG = Guidance
ORQR = Responsibility

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipj spsg orqr
9 0      /dependent orqr
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR Q R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipj spsg orqr
16 0      /dependent orqr
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR Q R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rottens Locus of Control Internal-Extern

Multiple R	.27491	Analysis of Variance		
R Square	.07557		DF	Sum of Squares
Adjusted R Square	.05709	Regression	1	170.25530
Standard Error	6.45379	Residual	50	2082.57163

Mean Square	F =	4.08751	Signif F =	.0436
170.25530				
41.65143				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.598801	.296174	.274907	1.001	.0486
(Constant)	18.689441	3.219635		5.805	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDIPJ	-.218446	-.224608	.977307	-1.612	.1131
SPSG	-.026628	-.027281	.970387	-.191	.8493

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spsg orqr
23 0      /dependent orqr
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spsg orqr
30 0      /dependent orqr
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSS S P S Guidance Score

Multiple R	.33217	Analysis of Variance		
R Square	.11034		DF	Sum of Squares
Adjusted R Square	.09218	Regression	1	173.31266
Standard Error	6.71251	Residual	49	2207.85439

Mean Square	F =	6.07291	Signif F =	.0171
173.31266				
45.05784				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSS	-.952684	.386463	-.332167	-2.465	.0171
(Constant)	32.447680	5.394485		6.015	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.065404	.068393	.972841	.475	.6370
JDIPJ	-.174256	-.184160	.993672	-1.298	.2005

APPENDIX P33

**Regression Analysis: Responsibility by
Locus of Control, Supervision and
Social Integration Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSSI = Social Integration
ORQR = Responsibility

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispj spssi orqr
9 0      /dependent orqr
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdispj spssi orqr
16 0      /dependent orqr
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.38708	Analysis of Variance		
R Square	.14983		DF	Sum of Squares
Adjusted R Square	.13283	Regression	1	337.54544
Standard Error	6.18915	Residual	50	1915.128148

Mean Square	F =	9.81190	Signif F =	.0046
337.54544				
38.30563				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPJ	-.220973	.074440	-.387081	-2.968	.0046
(Constant)	34.478162	3.325046		10.369	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.170541	.175684	.902215	1.249	.2175
SPSSI	.095674	.103354	.992139	.727	.4705


```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispj spssi orqr
23 0      /dependent orqr
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.30228	Analysis of Variance		
R Square	.09137		DF	Sum of Squares
Adjusted R Square	.07672	Regression	1	303.99525
Standard Error	6.98270	Residual	62	3023.00475
	Mean Square	F =	6.23476	Sig. F = .0152
	303.99525			
	48.75514			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig. T
JDISPJ	-.136130	.054519	-.302278	-2.497	.0152
(Constant)	31.975768	2.038837		15.683	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig. T
LOCIE	.002314	.002336	.925286	.018	.9855
SPSSI	.149200	.153190	.957882	1.211	.2307

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispj spssi orqr
30 0      /dependent orqr
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

APPENDIX P34

**Regression Analysis: Responsibility by
Locus of Control, Supervision and
Guidance Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSG = Guidance
ORQR = Responsibility

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispj spsg orqr
9 0      /dependent orqr
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

```

12 0     temporary
13 0     select if (disp eq 2)
14 0
15 0     regression variables = locie jdispj spsg orqr
16 0     /dependent orqr
17 0     /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.38708	Analysis of Variance		
R Square	.14983		DF	Sum of Squares
Adjusted R Square	.13283	Regression	1	337.54544
Standard Error	6.18915	Residual	50	1915.29148
	Mean Square	F =	8.81190	Signif F = .0046
	337.54544			
	38.30563			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPJ	-.220973	.074440	-.387081	-2.966	.0046
(Constant)	34.478162	3.325046		10.369	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.170541	.175684	.902215	1.249	.2175
SPSG	-.010100	-.010806	.973243	-.076	.9400

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispu spsg onqr
23 0      /dependent onqr
24 0      /stepwise
25 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. DRGR O R G Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPU J D I Supervision on Present Job Score

Multiple R	.30228	Analysis of Variance		
R Square	.09137		DF	Sum of Squares
Adjusted R Square	.07672	Regression	1	303.99525
Standard Error	6.98270	Residual	62	3023.00475
Mean Square		F =	6.23475	Signif F = .0152
303.99525				
48.75214				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.136130	.054519	-.302278	-2.497	.0152
(Constant)	31.975768	2.038837		15.683	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.002314	.002336	.925286	.018	.9855
SPSG	.192571	.196879	.949733	1.568	.1220

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispj spsg orqr
30 0      /dependent orqr
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.33217	Analysis of Variance			
R Square	.11034		DF		Sum of Squares
Adjusted R Square	.09218	Regression	1		173.21266
Standard Error	6.71251	Residual	49		2207.82439

Mean Square	F =	6.07691	Signif F =	.0172
273.81266				
45.05784				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-.952684	.386463	-.332167	-2.465	.0172
(Constant)	32.447680	5.394485		6.015	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.065404	.068393	.972841	.475	.6370
JDISPJ	-.075072	-.077942	.958986	-.542	.5906

APPENDIX P35

**Regression Analysis: Responsibility by
Locus of Control, Co-Workers and
Social Integration Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSSI = Social Integration
ORQR = Responsibility

```

5 0      temporary
6 0      select if (disp eq 1)
7 0      .
8 0      regression variables = locie jdippj spssi onqr
9 0      /dependent onqr
10 0     /stepwise
11 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORGR O R G Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.22259	Analysis of Variance		
R Square	.04955		DF	Sum of Squares
Adjusted R Square	.03837	Regression	1	231.53698
Standard Error	7.22864	Residual	85	4441.52049

Mean Square	F =	4.43106	Signif F =	.0382
231.53698				
52.25318				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.104199	.049501	-.222592	-2.105	.0382
(Constant)	29.676634	1.846168		16.075	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.070097	-.069684	.939285	-.640	.5238
SPSSI	.227396	.230980	.980646	2.176	.0324

*** MULTIPLE REGRESSION ***

Equation Number 1 Dependent Variable.. ORGR O R G Responsibility Score

Variable(s) Entered on Step Number 2.. SPSSI S P S Integration Score

Multiple R	.31663	Analysis of Variance		
R Square	.10026		DF	Sum of Squares
Adjusted R Square	.07883	Regression	2	468.49978
Standard Error	7.07490	Residual	84	4204.55769

Mean Square	F =	4.67992	Signif F =	.0118
234.24989				
50.35426				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.119003	.048924	-.254227	-2.433	.0171
SPSSI	.794884	.365329	.227396	2.176	.0324
(Constant)	19.643415	4.952649		3.966	.0002

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.020169	-.020107	.994216	-.183	.8551

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spssi orqr
16 0      /dependent orqr
17 0      /stepwise
18 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.39757	Analysis of Variance		
R Square	.15806		DF	Sum of Squares
Adjusted R Square	.14122	Regression	1	356.08028
Standard Error	6.15913	Residual	50	1896.74664

Mean Square	F =	9.38661	Signif F =	.0035
356.08028				
27.93493				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.189025	.061697	-.397567	-3.064	.0035
(Constant)	32.139814	2.499691		12.853	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.215191	.231310	.972799	1.664	.1024
SPSSI	.144366	.157224	.998591	1.114	.2705


```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spssi onqr
23 0      /dependent onqr
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. DRQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.34334	Analysis of Variance	DF	Sum of Squares
R Square	.11788	Regression	1	392.18988
Adjusted R Square	.10365	Residual	62	2934.81012
Standard Error	6.88009			

Mean Square	F =	8.28530	Signif F =	.0055
392.18988				
47.33565				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.166297	.057774	-.343338	-2.878	.0055
(Constant)	32.553582	1.994092		16.325	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.027863	.029244	.971767	.229	.8200
SPSSI	.181893	.187071	.933053	1.487	.1421

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spssi onqr
30 0      /dependent onqr
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. DRQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

APPENDIX P36

**Regression Analysis: Responsibility by
Locus of Control, Co-Workers and
Guidance Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSG = Guidance
ORQR = Responsibility

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spsg orqr
9 0      /dependent orqr
10 0     /stepwise
11 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR D R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.22259	Analysis of Variance		
R Square	.04955		DF	Sum of Squares
Adjusted R Square	.03837	Regression	1	231.53698
Standard Error	7.22864	Residual	95	4441.52049
	Mean Square	F =	4.43106	Signif F = .0382
	231.53698			
	22.25318			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.104199	.049501	-.222592	-2.105	.0382
(Constant)	29.676634	1.846168		16.075	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	-.070097	-.069684	.939285	-.640	.5238
SPSG	-.106297	-.106204	.948794	-.979	.3204

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spsg orqr
16 0      /dependent orqr
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.39757	Analysis of Variance			
R Square	.15806		DF		Sum of Squares
Adjusted R Square	.14122	Regression	1		356.08028
Standard Error	6.15913	Residual	50		1896.74664
	Mean Square	F =	9.38661	Signif F =	.0035
	356.08028				
	37.93493				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.189025	.061697	-.397567	-3.054	.0035
(Constant)	32.139814	2.499691		12.858	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.215191	.231310	.972799	1.664	.1024
SPSG	-.035947	-.039001	.991094	-.273	.7858

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spsg orqr
23 0      /dependent orqr
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.34334	Analysis of Variance		
R Square	.11788		DF	Sum of Squares
Adjusted R Square	.10365	Regression	1	392.18988
Standard Error	6.88009	Residual	62	2934.31012
	Mean Square	F =	8.28530	Signif = .0055
	392.18988			
	47.33365			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.166297	.057774	-.343338	-2.878	.0055
(Constant)	32.553582	1.994092		16.325	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.027863	.029244	.971767	.229	.8200
SPSC	.202742	.210316	.949265	1.680	.0980

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spsg orqr
30 0      /dependent orqr
31 0      /stepwise
32 0

```

*** MULTIPLE REGRESSION ***

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. ORQR O R Q Responsibility Score

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.33217	Analysis of Variance		
R Square	.11034		DF	Sum of Squares
Adjusted R Square	.09218	Regression	:	273.81266
Standard Error	6.71251	Residual	49	2207.83439

Mean Square	F =	5.07691	Signif F =	.0172
273.81266				
45.05784				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-.952684	.386463	-.332167	-2.465	.0172
(Constant)	32.447680	5.394485		6.015	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.065404	.068393	.972841	.475	.6370
JDIPPJ	-.121966	-.127418	.970989	-.890	.3779

APPENDIX P37

**Regression Analysis: Psychological Strain by
Locus of Control, Present Job and
Social Integration Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSSI = Social Integration
PSQPSY = Psychological Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdipj spssi psqpsy
9 0      /dependent psqpsy
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.61650	Analysis of Variance		
R Square	.38007		DF	Sum of Squares
Adjusted R Square	.37277	Regression	1	2959.77498
Standard Error	7.53638	Residual	85	4827.74226
	Mean Square	F =	52.11150	Signif F = .0000
	2959.77498			
	56.79697			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.517453	.071681	-.616495	-7.219	.0000
(Constant)	38.408373	2.340459		16.411	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.238220	.278436	.846920	2.657	.0094
SPSSI	-.150760	-.190587	.990741	-1.779	.0788

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Variable(s) Entered on Step Number 2.. LOCIE Rottens Locus of Control Internal-Extern

Multiple R	.65431	Analysis of Variance		
R Square	.42813		DF	Sum of Squares
Adjusted R Square	.41451	Regression	2	3334.05450
Standard Error	7.28131	Residual	84	4452.46274
	Mean Square	F =	31.44001	Signif F = .0000
	1667.02725			
	53.01741			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.439222	.075254	-.523291	-5.837	.0000
LOCIE	.531107	.199891	.238220	2.657	.0094
(Constant)	30.669502	3.687382		8.317	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	-.106450	-.136492	.803728	-1.255	.2129


```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdip, spssi psqpsy
16 0      /dependent psqpsy
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.63585	Analysis of Variance		
R Square	.40430		DF	Sum of Squares
Adjusted R Square	.39238	Regression	1	1850.19625
Standard Error	7.38392	Residual	50	2726.11144

Mean Square	F =	33.93471	Signif F =	.0000
1850.19625				
54.32223				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.578952	.099385	-.635845	-5.825	.0000
(Constant)	40.933339	3.344733		12.238	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.232505	.297806	.977307	2.184	.0338
SPSSI	.059300	.076336	.987143	.536	.5944

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Variable(s) Entered on Step Number 2.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.67611	Analysis of Variance		
R Square	.45713		DF	Sum of Squares
Adjusted R Square	.43497	Regression	2	2091.97672
Standard Error	7.12045	Residual	49	2484.23595

Mean Square	F =	20.63057	Signif F =	.0000
1045.98536				
50.70075				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.547060	.096945	-.600820	-5.643	.0000
LOCIE	.721809	.330540	.232505	2.184	.0338
(Constant)	32.374239	5.075979		6.378	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	.046313	.062351	.963072	.433	.6671

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spssi psqpsy
23 0      /dependent psqpsy
24 0      /stepwise
25 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY F S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.54342	Analysis of Variance		
R Square	.29531		DF	Sum of Squares
Adjusted R Square	.28394	Regression	1	819.39997
Standard Error	5.61584	Residual	62	1955.33440

Mean Square	F =	25.98104	Signif F =	.0000
819.39997				
31.53765				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.310342	.060885	-.543422	-5.097	.0000
(Constant)	31.823723	2.117518		15.029	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.037354	.043643	.961976	.341	.7341
SPSSI	-.061494	-.072991	.991832	-.572	.5697

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spssi psqpsy
30 0      /dependent psqpsy
31 0      /stepwise
32 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.54140	Analysis of Variance		
R Square	.29312		DF	Sum of Squares
Adjusted R Square	.27369	Regression	1	1149.99420
Standard Error	7.52321	Residual	49	2773.03413

Mean Square		F =	20.31836	Signif F =	.0000
1149.99420					
56.59876					

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.359936	.079851	-.541402	-4.508	.0000
(Constant)	30.718806	2.668627		11.511	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.128580	.149815	.959653	1.050	.1091
SPSSI	.022712	.026223	.942257	.182	.8566

APPENDIX P38**Regression Analysis: Psychological Strain by
Locus of Control, Present Job and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPJ = Present Job
SPSG = Guidance
PSQPSY = Psychological Strain

```

5 0      temporary
6 0      select if (disp ed 1)
7 0
8 0      regression variables = locie jdipj spsg psqpsy
9 0      /dependent psqpsy
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	, .61650	Analysis of Variance		
R Square	.38007		DF	Sum of Squares
Adjusted R Square	.37277	Regression	1	2959.77498
Standard Error	7.53638	Residual	85	4827.74226

Mean Square		F =	52.11150	Signif F =	.0000
2959.77498					
56.79697					

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.517453	.071681	-.616495	-7.219	.0000
(Constant)	38.408373	2.340459		16.411	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.238220	.278436	.946920	2.657	.0094
SPSG	-.348146	-.414890	.980415	-4.179	.0001

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Variable(s) Entered on Step Number 2.. SPSC S P S Guidance Score

Multiple R	.69769	Analysis of Variance		
R Square	.48678		DF	Sum of Squares
Adjusted R Square	.47456	Regression	2	3790.79274
Standard Error	6.89783	Residual	84	3990.72450

Mean Square		F =	39.83594	Signif F =	.0000
1895.39637					
47.58005					

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.416402	.069921	-.496103	-5.955	.0000
SPSG	-1.299131	.310857	-.348146	-4.179	.0001
(Constant)	52.947123	4.085481		12.960	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.154306	.190998	.786314	1.772	.0799

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdipj spsg psqpsy
16 0      /dependent psqpsy
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.63585	Analysis of Variance		
R Square	.40430		DF	Sum of Squares
Adjusted R Square	.39238	Regression	1	1850.19625
Standard Error	7.38392	Residual	50	2726.11144

Mean Square	F =	33.93471	Signif F =	.0000
1850.19625				
54.52223				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.578952	.099385	-.635845	-5.825	.0000
(Constant)	40.933339	3.344732		12.238	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.232505	.297806	.977307	2.184	.0338
SPSC	-.124451	-.157996	.960118	-1.120	.2682

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Variable(s) Entered on Step Number 2.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.67611	Analysis of Variance		
R Square	.45713		DF	Sum of Squares
Adjusted R Square	.43497	Regression	2	2091.97072
Standard Error	7.12045	Residual	49	1484.13696

Mean Square	F =	20.63057	Signif F =	.0000
1045.98536				
50.70075				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.547060	.096945	-.600820	-5.643	.0000
LOCIE	.721809	.330540	.232505	2.184	.0338
(Constant)	32.374239	5.075979		6.378	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSC	-.092042	-.121083	.939486	-.845	.4022

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdipj spsg psqpsy
23 0      /dependent psqpsy
24 0      /stepwise
25 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.54342	Analysis of Variance			
R Square	.29531		DF		Sum of Squares
Adjusted R Square	.28394	Regression	1		819.39997
Standard Error	5.61584	Residual	62		1955.33440

Mean Square		F =	25.98164	Signif F =	.0000
819.39997					
31.53765					

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.310342	.060885	-.543422	-5.097	.0000
(Constant)	31.823723	2.117518		15.029	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.037354	.043643	.961976	.341	.7341
SPSG	-.077603	-.091626	.982388	-.719	.4751

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdipj spsg psqpsy
30 0      /dependent psqpsy
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPJ J D I Work on Present Job Score

Multiple R	.54140	Analysis of Variance			
R Square	.29312		DF		Sum of Squares
Adjusted R Square	.27869	Regression	1		1149.99420
Standard Error	7.52321	Residual	49		2773.33913

Mean Square		F =	10.31836	Signif F =	.0000
1149.99420					
56.59876					

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPJ	-.359936	.079851	-.541402	-4.508	.0000
(Constant)	30.718806	2.668627		11.511	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.128580	.149815	.959653	1.050	.2991
SPSG	-.201172	-.238515	.993672	-1.702	.0953

v. -

APPENDIX P39**Regression Analysis: Psychological Strain by
Locus of Control, Supervision and
Social Integration Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSSI = Social Integration
PSQPSY = Psychological Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispj spssi psqpsy
9 0      /dependent psqpsy
10 0     /stepwise
11 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY F S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. LOCIE Rotters Locus of Control Internal-Extern

Multiple R	.44296	Analysis of Variance			
R Square	.19621		DF		Sum of Squares
Adjusted R Square	.18676	Regression	1		1528.01211
Standard Error	8.58145	Residual	85		6259.50514

Mean Square	F =	20.74941	Signif F =	.0000
1528.01211				
73.64124				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
LOCIE	.987572	.216803	.442959	4.555	.0000
(Constant)	12.619248	2.366643		5.332	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.183584	-.200151	.955409	-1.872	.0646
SPSSI	-.106759	-.115465	.940215	-1.065	.2898

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdispj spssi psqpsy
16 0      /dependent psqpsy
17 0      /stepwise
18 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psynological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.39276	Analysis of Variance		
R Square	.15426		DF	Sum of Squares
Adjusted R Square	.13735	Regression	1	705.94297
Standard Error	2.79814	Residual	50	3870.36472
	Mean Square	F =	9.11985	Signif F = .0040
	705.94297			
	77.40729			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPJ	-.319565	.105819	-.392760	-3.020	.0040
(Constant)	36.175061	4.726692		7.653	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.221394	.229183	.902215	1.648	.1057
SPSSI	-.048766	-.052819	.992139	-.370	.7128

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispj spssi psqpsy
23 0      /dependent psqpsy
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.33389	Analysis of Variance		
R Square	.11148		DF	Sum of Squares
Adjusted R Square	.09715	Regression	1	309.34037
Standard Error	6.30590	Residual	62	2463.39401

Mean Square	F =	7.77933	Signif F =	.0070
309.34037				
39.76442				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPJ	-.137322	.049234	-.333893	-2.789	.0070
(Constant)	26.281664	1.841222		14.274	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.054722	.055843	.925286	.437	.6638
SPSSI	-.040232	-.041773	.957882	-.327	.7451

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispj spssi psqpsy
30 0      /dependent psqpsy
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

APPENDIX P40

**Regression Analysis: Psychological Strain by
Locus of Control, Supervision and
Guidance Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDISPJ = Supervision
SPSG = Guidance
PSQPSY = Psychological Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdispy spsg psqpsy
9 0      /dependent psqpsy
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.51970	Analysis of Variance			
R Square	.27009		DF	Sum of Squares	
Adjusted R Square	.26151	Regression	1	2103.34738	
Standard Error	8.17757	Residual	85	5684.16987	
	Mean Square	F =	31.45306	Signif F =	.0000
	2103.34738				
	66.87259				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-1.939309	.345792	-.519704	-5.608	.0000
(Constant)	48.877281	4.775206		10.236	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.291737	.317742	.865828	3.071	.0029
JDISPJ	-.119658	-.133192	.904361	-1.232	.2215

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Variable(s) Entered on Step Number 2.. LOCIE Rottens Locus of Control Internal-Extern

Multiple R	.58633	Analysis of Variance			
R Square	.34378		DF	Sum of Squares	
Adjusted R Square	.32816	Regression	2	2677.21958	
Standard Error	7.79980	Residual	84	5110.29766	
	Mean Square	F =	22.00326	Signif F =	.0000
	1338.60979				
	60.83688				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-1.540546	.354453	-.412842	-4.346	.0000
LOCIE	.650425	.211774	.291737	3.071	.0029
(Constant)	36.922571	5.991252		6.163	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
JDISPJ	-.089172	-.104040	.809537	-.953	.3433

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdispj spsg psqpsy
16 0      /dependent psqpsy
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPJ J D I Supervision on Present Job Score

Multiple R	.39276	Analysis of Variance		
R Square	.15426		DF	Sum of Squares
Adjusted R Square	.13735	Regression	1	705.94297
Standard Error	8.79814	Residual	50	3870.36472

Mean Square	F =	9.11985	Signif F =	.0040
705.94297				
77.40729				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPJ	-.319565	.105819	-.392760	-3.020	.0040
(Constant)	36.175061	4.726692		7.653	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.221894	.229183	.902215	1.648	.1057
SPSG	-.187233	-.200851	.973243	-1.425	.1576

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdispu spsg psqpsy
23 0      /dependent psqpsy
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDISPU J D I Supervision on Present Job Score

Multiple R	.33389	Analysis of Variance		
R Square	.11148		DF	Sum of Squares
Adjusted R Square	.09715	Regression	1	309.34037
Standard Error	6.30590	Residual	62	2465.39401

Mean Square	F =	7.77933	Signif F =	.0070
309.34037				
39.76442				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDISPU	-.137322	.049234	-.333893	-2.789	.0070
(Constant)	26.281664	1.841222		14.274	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.054722	.055843	.925286	.437	.6638
SPSG	-.077386	-.080008	.949735	-.627	.5331

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdispu spsg psqpsy
30 0      /dependent psqpsy
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

APPENDIX P41

**Regression Analysis: Psychological Strain by
Locus of Control, Co-Workers and
Social Integration Among Dispatchers and Clerks**

KEY

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSSI = Social Integration
PSQPSY = Psychological Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spssi psqpsy
9 0      /dependent psqpsy
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.47947	Analysis of Variance		
R Square	.22989		DF	Sum of Squares
Adjusted R Square	.22083	Regression	1	1790.28405
Standard Error	3.29974	Residual	95	5997.22310
	Mean Square	F =	25.37406	Signif F = .0000
	1790.28405			
	70.53568			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.289745	.057520	-.479470	-5.037	.0000
(Constant)	32.359757	2.145265		15.084	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.345812	.381912	.939285	3.787	.0003
SPSSI	-.144784	-.163381	.980646	-1.518	.1328

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Variable(s) Entered on Step Number 2.. LOCIE Rotter's Locus of Control Internal-Extern

Multiple R	.58490	Analysis of Variance		
R Square	.34222		DF	Sum of Squares
Adjusted R Square	.32656	Regression	2	2265.31959
Standard Error	2.80910	Residual	94	5122.49765
	Mean Square	F =	21.85083	Signif F = .0000
	1132.65980			
	50.98211			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.238253	.055177	-.394261	-4.318	.0000
LOCIE	.770983	.203567	.345812	3.787	.0003
(Constant)	22.862572	3.204020		7.136	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	-.074210	-.088410	.894216	-.809	.4210

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spssi psqpsy
16 0      /dependent psqpsy
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.44698	Analysis of Variance		
R Square	.19979		DF	Sum of Squares
Adjusted R Square	.18378	Regression	1	914.29418
Standard Error	8.55805	Residual	50	3662.01352

Mean Square	F =	12.48349	Signif F =	.0009
914.29418				
73.24027				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.302893	.085728	-.446977	-3.533	.0009
(Constant)	33.917849	3.473295		9.765	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.256266	.282553	.972799	2.062	.0445
SPSSI	.003221	.003598	.998591	.025	.9800

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Variable(s) Entered on Step Number 2.. LOCIE Rotten Locus of Control Internal-Extern

Multiple R	.51349	Analysis of Variance		
R Square	.26367		DF	Sum of Squares
Adjusted R Square	.23362	Regression	2	1506.55638
Standard Error	8.29267	Residual	49	3369.55131

Mean Square	F =	8.77234	Signif F =	.0006
603.32819				
68.76839				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.274252	.084223	-.404712	-3.256	.0021
LOCIE	.795576	.385847	.256266	2.062	.0445
(Constant)	24.519641	5.665950		4.328	.0001

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSSI	-.008314	-.009672	.970782	-.067	.9468

```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spssi psqpsy
23 0      /dependent psqpsy
24 0      /stepwise
25 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.32293	Analysis of Variance		
R Square	.10429		DF	Sum of Squares
Adjusted R Square	.08984	Regression	1	189.36703
Standard Error	4.33140	Residual	62	2485.36734
	Mean Square	F =	7.21855	Signif F = .0092
	189.36703			
	40.08657			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.142843	.053166	-.322934	-2.687	.0092
(Constant)	26.088854	1.835061		14.217	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.090184	.093935	.971767	.737	.4640
SPSSI	-.025191	-.025711	.933053	-.201	.8415

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spssi psqpsy
30 0      /dependent psqpsy
31 0      /stepwise
32 0

```

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

APPENDIX**Regression Analysis: Psychological Strain by
Locus of Control, Co-Workers and
Guidance Among Dispatchers and Clerks****KEY**

DISP1 = Police Dispatchers
DISP2 = Dual Dispatchers
DISP3 = Fire/Ambulance Dispatchers
DISP4 = Clerks
LOCIE = Locus of Control
JDIPPJ = Co-Workers
SPSG = Guidance
PSQPSY = Psychological Strain

```

5 0      temporary
6 0      select if (disp eq 1)
7 0
8 0      regression variables = locie jdippj spsg psqpsy
9 0      /dependent psqpsy
10 0     /stepwise
11 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. SPSC S P S Guidance Score

Multiple R	.51970	Analysis of Variance		
R Square	.27009		DF	Sum of Squares
Adjusted R Square	.26151	Regression	1	2103.04738
Standard Error	3.17757	Residual	85	5684.16987
	Mean Square	F =	31.45306	Signif F = .0000
	2103.04738			
	66.87259			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSC	-1.939309	.345792	-.519704	-5.608	.0000
(Constant)	48.877281	4.775206		10.236	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.291737	.317742	.865828	3.071	.0029
JDIPPJ	-.381398	-.434840	.948794	-4.426	.0000

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Variable(s) Entered on Step Number 2.. JDIPPJ J D I People on Present Job Score

Multiple R	.63883	Analysis of Variance		
R Square	.40811		DF	Sum of Squares
Adjusted R Square	.39402	Regression	2	3178.14573
Standard Error	7.40766	Residual	84	4609.37151
	Mean Square	F =	28.95885	Signif F = .0000
	1589.07286			
	54.87347			

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSG	-1.617255	.321578	-.433399	-5.029	.0000
JDIPPJ	-.230480	.052077	-.381398	-4.426	.0000
(Constant)	52.307360	4.394514		11.903	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.227100	.270164	.837648	2.556	.0124

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Variable(s) Entered on Step Number 3.. LOCIE Rotter's Locus of Control Internal-Extern

Multiple R	.67180	Analysis of Variance		
R Square	.45131		DF	Sum of Squares
Adjusted R Square	.43148	Regression	3	3514.57608
Standard Error	7.17504	Residual	83	4272.94116
	Mean Square	F =	22.75636	Signif F = .0000
	1171.52536			
	51.48122			

* * * * * M U L T I P L E R E G R E S S I O N * * * * *

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
SPSG	-1.339891	.329836	-.359070	-4.062	.0001
JDIPPJ	-.206828	.051284	-.342259	-4.033	.0001
LOCIE	.306317	.198061	.227100	2.556	.0124
(Constant)	42.649344	5.691342		7.494	.0000

```

12 0      temporary
13 0      select if (disp eq 2)
14 0
15 0      regression variables = locie jdippj spsg psqpsy
16 0      /dependent psqpsy
17 0      /stepwise
18 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.44698	Analysis of Variance		
R Square	.19979		DF	Sum of Squares
Adjusted R Square	.18378	Regression	1	914.29418
Standard Error	8.53805	Residual	50	3662.01357
Mean Square		F =	12.48349	Signif F = .0000
914.29418				
73.24027				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.302893	.085728	-.446977	-3.533	.0009
(Constant)	33.917849	3.473295		9.765	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.256266	.282553	.972799	2.062	.0445
SPSG	-.206122	-.229392	.991094	-1.650	.1054

***** MULTIPLE REGRESSION *****

Equation Number 1 Dependent Variable.. PSQPSY P S R Psychological Strain

Variable(s) Entered on Step Number 2.. LOCIE Rottens Locus of Control Internal-Extern

Multiple R	.51349	Analysis of Variance		
R Square	.26367		DF	Sum of Squares
Adjusted R Square	.23362	Regression	2	1100.15538
Standard Error	8.29267	Residual	49	3362.05131
Mean Square		F =	8.77334	Signif F = .0000
1100.15538				
22.45235				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.274252	.084223	-.404712	-3.256	.0021
LOCIE	.795576	.385847	.256266	2.062	.0445
(Constant)	24.519641	5.665950		4.328	.0001

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
SPSG	-.169970	-.194673	.943081	-1.375	.1755


```

19 0      temporary
20 0      select if (disp eq 3)
21 0
22 0      regression variables = locie jdippj spsg psqpsy
23 0      /dependent psqpsy
24 0      /stepwise
25 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY F S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

Variable(s) Entered on Step Number 1.. JDIPPJ J D I People on Present Job Score

Multiple R	.32293	Analysis of Variance			
R Square	.10429		DF	Sum of Squares	
Adjusted R Square	.08984	Regression	1	189.36703	
Standard Error	6.33140	Residual	62	2485.36724	

Mean Square	F =	7.21855	Signif F =	.0092
189.36703				
40.08657				

----- Variables in the Equation -----

Variable	B	SE B	Beta	T	Sig T
JDIPPJ	-.142843	.053166	-.322934	-2.687	.0092
(Constant)	26.088854	1.835061		14.217	.0000

----- Variables not in the Equation -----

Variable	Beta In	Partial	Min Toler	T	Sig T
LOCIE	.090184	.093925	.971767	.737	.4640
SPSG	-.079657	-.082004	.949265	-.643	.5229

```

26 0      temporary
27 0      select if (disp eq 9)
28 0
29 0      regression variables = locie jdippj spsg psqpsy
30 0      /dependent psqpsy
31 0      /stepwise
32 0

```

***** MULTIPLE REGRESSION *****

Listwise Deletion of Missing Data

Equation Number 1 Dependent Variable.. PSQPSY F S R Psychological Strain

Beginning Block Number 1. Method: Stepwise

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