

## INFLUENCE OF INTERPERSONAL RELATIONSHIP AND COMMUNICATION ON JOB COMMITMENT AND SOCIAL COMMITMENT

Soumya Sankar

Reeja George

P & P. J Rajkamal

### ABSTRACT

*Lack of interpersonal relationship and communication skills on work place some times leads to job related stress and finally low level of organizational commitment . The present study was done with Veterinarians of Animal Husbandry department of Kerala. The questionnaire technique was adopted in this study. A total of 47 senior veterinary surgeons and 170 veterinary surgeons returned the filled up questionnaires. Incomplete and carelessly filled questionnaires were discarded. The final study sample hence consisted of 155 veterinary surgeons and 45 senior veterinary surgeons .Result of the study reveals that lack of interpersonal relationship and proper communication were perceived as stressor at workplace.Social commitment has negative and significant relation with stress on account of these two dimensions. Only stress on account of communication has significant negative relation with job commitment.*

**Key words :** Veterinarians, Communication, Interpersonal relation, Job commitment

## INTRODUCTION

Veterinarians of the Department of Animal Husbandry play a major role in carrying out various developmental activities in this sector. They have been traditionally involved in treatment of animals and of late they have the additional responsibility of carrying out project work associated with implementation of schemes in the animal husbandry sector in the panchayat where they work. Consequently, the responsibility and work load of an average veterinarian has increased considerably and the veterinarian is placed in a position where he has to play more than one role. In such cases if the role occupant is unable to balance the two roles it may lead to inadequate performance of either role, or role stress which could affect the productivity of the veterinarian. Thus from the point of view of the organization it is important to study the nature and type of stressors of the veterinarians in the state and its influence on job and social commitment. Numerous studies have been conducted about stress and burnout in healthcare professionals. However there are few formal studies about stress among veterinarians. Stress has a cost for individuals in terms of health, wellbeing and job dissatisfaction as well as for the organization concerned in terms of absenteeism and turnover which in turn may impact upon the quality of patient care.

## METHODOLOGY

The questionnaire technique was adopted in this study. A list of 135 senior veterinary surgeons and 460 veterinary surgeons of Department of Animal Husbandry, Kerala who perform clinical as well as extension project functions was prepared. A structured questionnaire was prepared by consulting the veterinarians of Animal Husbandry Department itself and sent to all by mail. A total of 47 senior veterinary surgeons and 170 veterinary surgeons returned the filled up questionnaires. Incomplete and carelessly filled questionnaires were discarded. The final study sample hence consisted of 155 veterinary surgeons and 45 senior veterinary surgeons. Veterinary surgeons and senior veterinary surgeons were considered as separate strata for comparison purpose.

**RESULT**

Table 1 Distribution of the respondents based on levels of stress due to the dimension communication n=200

No	Category	Frequency	Percentage
1	<4(Low)	18	9
2	4-12 ( Medium)	181	90.5
3	>12 (High)	3	1.5
	Total	200	100

Data in the table 1 indicate that majority of the respondents (90.5%) experienced medium level of stress due to communication stressors. Only nine per cent experienced low level of stress on this account while 1.5 per cent experienced high level of stress.

Table 2 Distribution of the respondents based on levels of stress due to inter personal relation n =200

No	Category	Frequency	Percentage
1	<4(Low)	142	71
2	4-7 ( Medium)	56	28
3	>7 (High)	2	1
	Total	200	100

It is evident from the data in table 2 that seventy one per cent of the respondents had low level of stress due to problems in inter personal relation. The remaining 28 per cent of the respondents had medium level of stress while just one per cent of the respondents experienced high level of stress due to inter personal relation .

Table 3 Multiple regressions of independent variables with stress due to communication

Independent variables	Communication			
	Correlation Coefficient	Regression coefficient	Standard error	t- value

Age	-0.065*	-0.302	-0.633	-2.747**
Years of experience	-0.017	0.170	0.428	1.902
Dependents in family	0.046	-0.09325	-0.046	-0.528
No. of children	0.137*	0.473	0.267	2.790**
Age of youngest child	0-.02	0.01503	0.026	0.237
Distance from home	-0.042	0-.005002	-0.035	0-.478

\*(p<0.05) \*\*(p<0.01) F =2.375 R<sup>2</sup> = 0.069 Intercept=16.564

Data in table 3 indicate that among the six independent variables studied age and number of children were negatively correlated with stress on account of communication. In order to assess the relative contribution of the independent variables to stress due to communication, the data was subjected to multiple regression analysis. It could be observed that number of children was highly significant in explaining the variability in stress due to communication. The multiple regression equation fitted to the data was  $Y=16.564-.302x_1+.170x_2-.09325x_3+.473x_4+.01503x_5-.005002x_6$

The coefficient of determination was found to be 6.9 per cent. This indicated that 6.9 per cent of the total variability in stress due to communication could be attributed to the six independent variables.

Table 4 Multiple regressions of independent variables with stress due to inter personal relation

Independent variables	Inter personal relation			
	Correlation Coefficient	Regression coefficient	Standard error	t- value
Age	-0.064*	-0.128	0.054	-2.363**
Years of experience	0.105*	0.09411	0.044	2.150**
Dependents in family	0.06	-0.145	0.088	-1.660
No. of children	0.258**	0.359	0.083	4.321**
Age of youngest child	0.067	0.0002313	0.032	0.007

Distance from home	0.036	0.006696	0.005	1.306
--------------------	-------	----------	-------	-------

\*(p<0.05) \*\*(p<0.01) F=4.116 R<sup>2</sup> = 0.115 Intercept=6.179

Data in table 4 indicate that out of the six independent variables studied, age had negative correlation with inter personal relationship whereas years of experience and number of children had positive correlation with stress due to inter personal relation. In order to assess the relative contribution of the independent variables to inter personal relation, the data was subjected to multiple regression analysis. It could be observed that age, years of experience and number of children were significant in explaining the variability in stress due to inter personal relation. The multiple regression equation fitted to the data was  $Y=6.179-0.128x_1+0.09411x_2-.145x_3+0.359x_4+0.0002313x_5+0.006696x_6$  The coefficient of determination was found to be 11.5 per cent. This indicated that 11.5 per cent of the total variability in stress due to the inter personal relation could be attributed to the six independent variables.

Table 5 Relationship with social commitment

Dimensions	Correlation coefficient	Regression coefficient	Standard error	t-value
Interpersonal relation	-0.195*	-0.03903	0.261	-0.149
Communication	-0.142*	-0.316	0.149	-2.122**

\*(p<0.05) \*\*(p<0.01)

Data from table 5 indicate that among the stressors studied inter personal relationship, communication were significantly and negatively correlated with social commitment .communication was negatively and highly significantly related to social commitment.

Table 6 Relationship with job commitment

Dimensions	Correlation coefficient	Regression coefficient	Standard error	t-value
Interpersonal relation	-0.089	-2.537	1.702	-1.490
Communication	-0.253**	-0.268	0.612	-0.437

Data from table 6 indicate that communication had negative and high significant correlation with job commitment. Relationships with patients are a potential source of stress; however, they are also a source of job satisfaction (Lynn, et al,2009).The result also supported by another finding. Communication was positively and significantly affect the work commitment among employees in public Agency , Ankara( GÜNEY et al ,2012).

## DISCUSSION

The results of the present study revealed that majority of the respondents were in the age group of 31-40 years and 64 per cent were male. So also majority had up to 16 years of experience and had children above 3 years of age. Ninety one per cent of the respondents were working with in fifty kilometers of their homes.

Majority of the respondents (71%) perceived low level of stress due to inter personal relationship while 28 and one per cent respectively perceived medium and high levels of stress. Davey *et al.*(2001) observed that lack of support from supervisors and colleagues contributed to an increase in occupational stress among military personnel. Konstantinos and Christina (2008) also observed that inter personal relationship was the most frequent source of undesirable personal stress among psychiatric nurses who experienced intense inter personal involvement.

Result of the present study revealed that majority of the respondents (90.5%) perceived medium level of stress due to communication while 9 and 1.5 per cent respectively perceived low and high levels of stress. The findings of the present study agree with those of Cherniss (2000) who reported that poor communication among workers, supervisors and managers was a significant cause of stress among the human service professional workers. Trygstad *et al.*(1986) also observed that inadequate communication was an important source of stress among nurses. Fairbrother and Warn (2003) observed that separation from family and friends and loss of control over one's personal life were a cause of stress among navy personnel.

REFERENCE

- Cherniss, C.2000. *Professional burnout in human service organizations*. New York: Praeger. Chicago, IL: Rand McNally, p1395.
- Davey, J., Obst, P., and Sheehan, M.2001. Demographic and workplace characteristics which add to the prediction of stress and job satisfaction within the police work place. *J. of Police and Criminal Psychol.*16, pp29-39.
- Fairbrother, K., and Warn, J.2003. Workplace dimensions, stress and job satisfaction, *J.of Managerial Psychol.* 18: pp8-20
- Konstantinos,N. and Christina,O. 2008. Factors influencing stress and job satisfaction of nurses working in psychiatric unit: A research review. *Health Sci. J.*2:pp183-194.
- Lynn MR, Morgan JC, Moore KA,2009, Development and testing of the Satisfaction in Nursing Scale,Nurs Res., 58(3),pp166-74.
- Güney,S., Diker,O., Güney,S.,Ayrancı,E., And Solmaz,A.2012. Business Management Dynamics Effects of Organizational Communication on Work Commitment: A Case Study on a Public Agency in Ankara, *Business Management*,2(4), pp18-29
- John J. Trombetta & Donald P. Rogers,1998 Communication Climate, Job Satisfaction, and Organizational Commitment The Effects of Information Adequacy, Communication Openness, and Decision Participation, *Management Communication Quarterly* May 1988 vol. 1 no. 4 494-514