Moderators of the relationship between daily work stressors and mood

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consistent with recent data showing a relationship between daily stress and mood, the authors investigated whether job specific factors would moderate the relationship between daily work stress and daily mood. Forty-three subjects from one teaching hospital initially completed questionnaires using the hypothesized moderator variables (emotional and informational support from the supervisor, job involvement, co-worker satisfaction, supervision satisfaction, and satisfaction with the meaningfulness of work). Thereafter, they completed questionnaires at the end of each workday using the number and negative perception of daily work stress and daily mood. After controlling for the effects of the different number of days for which data were available for each subject, the data showed that job involvement and all three facets of job satisfaction (supervision, co-worker, work itself) moderated the relationship between the negative perception of daily work stress and daily mood. Neither emotional nor informational support from the supervisor moderated this relationship. Notably, none of these variables moderated the relationship between the number of daily work stressors and mood. The results are discussed in terms of further research on daily work stress, and spending and refining the focus on moderator variables.

Keywords: Stress; Daily events; Work; Mood.

1. Introduction

One of the most frequently researched topics in organizational psychology over the past decade has been that of work stressors (Campbell et al. 1982, Staw 1984, Pratt and Barling 1988). Although there has recently been some focus on acute work stressors (e.g., Barling & Milligan 1987), whether by design or by default the vast majority of the research has concentrated on the nature and/or consequences of chronic work stressors (Pratt and Barling 1988). Daily work stressors have received little attention, and are conceptually different from chronic work stressors (e.g., Bailey and Bhagat 1987). Chronic work stressors often occur gradually, are of long-term duration, and are highly repetitive. Unlike chronic work stressors, daily work stressors endure no longer than a day, have a specific onset, and occur infrequently (Pratt and Barling 1988). Recent research focusing on daily life stress has advanced our understanding of the effects of psychological stressors (e.g., Caspi et al. 1987, DeLongis et al. 1988). Specifically, daily stress exerts same-day and short-term effects on mood (Caspi et al. 1987, Clark and Watson 1988, DeLongis et al. 1988), illness symptoms (DeLongis et al. 1988, Stone et al. 1987a) and immunological functioning (Stone et al. 1987b).

This research should now be extended to include a focus on daily work stressors. Stone et al. (1987) examined the content of daily stressors, and found that of the various types of desirable daily stressors he studied (e.g., financial, leisure, spouse, household), desirable daily work stressors exerted the most negative effect on same-day mood. Warr et al. (1980) ...
that most individuals do not experience stress at work every day. Unlike Kahn et al. (1964) who showed that one-third of the US population experienced chronic intradose stressors at any point in time, only between 4 and 15% of men and 3 to 10% of women in Warr and Payne's sample experienced work stress on the previous day. This suggests the necessity of studying these infrequent, episodic stressors as well as chronic stressors.

Ivanchevich (1986) investigated the relationship between daily hassles and job performance. He found that hassle frequency and intensity accounted for a significant portion of the variance in health symptoms, job performance and absenteeism. However, Ivanchevich focused on life hassles. Moreover, his study suffered from the same conceptual and methodological flaw inherent in previous research purporting to assess the nature and consequences of daily life stress (e.g., Nowack 1986, Stone 1981). Specifically, these studies and many others that use the Hassles Scales (Kanner et al. 1981) measure daily stressors or hassles irregularly over a period of a few months, and then calculate and average the scores to form a single daily hassles measure.

The present study focuses on mood as one potential outcome of daily work stressors, and daily mood is treated as an outcome of daily work stressors in the present study, because previous research has shown that daily life stressors or hassles affect both same-day and next-day mood (Casp et al. 1987, Clark and Watson 1988, DeLongis et al. 1988, Stone and Neale 1984). The present research assesses if differences in the strength and direction of within-subject correlations between daily work stressors and mood are systematic, and can be understood on the basis of specific variables that moderate this relationship (e.g., social support).

Unlike most of the previous research conducted on work stressors and daily life stressors, the major issue of the present study is not whether a relationship exists between daily work stressors and mood. Rather, from the considerable research into the consequences of work stress over the past decade, it is apparent that stress does not affect all individuals in the same way. There is considerable variation in the way individuals respond to chronic work stressors, and daily life stressors. For example, 15% of DeLongis et al.'s (1988) sample manifested a positive correlation between daily hassles and mood, 43% low to moderate negative correlations between daily hassles and mood, and 42% high associations between daily hassles and mood. Consequently, the major issue in this study is an understanding of the variables that moderate this relationship.

Recent research suggests that both the type of support as well as its source are important in predicting whether a moderating effect will emerge (Barling et al. 1988). While emotional support often serves a reverse buffering effect (e.g., Kobasa and Puccetti 1983, Maclwen and Barling 1988), informational support may fulfill a positive moderating role (Chisholm et al. 1986). Thus, it is suggested that informational support will moderate the daily work stress-mood relationship because individuals will be provided with information relevant to problem solving. In contrast, emotional support will either serve no function or will exacerbate this relationship because emotional support can foster dependency and impede efforts to cope (Barling et al. 1987, 1988, Kobasa and Puccetti 1983). Research also shows that to be maximally effective, the source of the support should be relevant to the context in which the stressor occurs (Barling et al. 1987, 1988, Russell et al. 1987). Consequently, this study focuses on the provision of informational and emotional support from one's supervisor in moderating the relationship between daily work stressors and daily mood.

Two additional variables relevant to the work context are investigated as moderators of the daily work stress-mood relationship. First, the moderating role of job involvement is investigated, because individuals who identify psychologically with their job may be more...
daily work stressors

illing to confront daily stressors inherent in the work environment. Indirect support for
his hypothesis is found in data showing that job involvement moderates the relationship
tween chronic stress and illness (Innes and Clarke 1985). Second, three facets of job
satisfaction (namely, satisfaction with work, supervision, and co-workers) are investigated
as moderators of the relationship between daily work stress and same day mood. These
three facets were chosen for two reasons. First, individuals confront them on a daily basis.
As such, they are proximal variables, unlike pay satisfaction and promotional satisfaction,
which are more distal in that employees probably do not confront them each day. Second,
it is important to limit the number of variables studied to reduce the likelihood that any
results are spurious. Because daily work stressors are infrequent and of short-term duration
by definition, it is hypothesized that individuals who are satisfied with the meaningfulness
of their work, their social interactions with co-workers, and the quality of supervision will
be more likely to withstand the effects of daily work stressors.

The present study also extends recent research (e.g., Caspi et al. 1987, DeLongis et al.
1988) on the way in which daily stress is conceptualized. Even when the problem of
undulating and averaging daily stressors or hassles has been avoided (e.g., Caspi et al.
1987, DeLongis et al. 1988), research continues to focus on the number of overall or
egative events that occur rather than their subjective meaning (e.g., Stone et al. 1987a). Yet
is the undesirable nature of daily work stressors that is most predictive of strain (Stone
1987). Similarly, the negative perception of a stressor is more predictive of subsequent
train than the occurrence of the stressor itself (Barling and Rosenbaum 1986, Vinokur
and Selzer 1975). Consequently, this study investigates the relationship between both the
umber of daily work stressors and daily mood, and the negative perception of daily work
ressors and same-day mood. It is predicted that there will be considerable variation
between subjects in these two relationships. More importantly, the present study
investigates whether these relationships are moderated by emotional and informational
support from the supervisor, different facets of job satisfaction and job involvement.

2. Method

1. Subjects


ety-one employees selected randomly from a large teaching hospital in Ontario were
ked to participate in this study. They were informed that participation was voluntary,
would initially require completion of a set of questionnaires. Thereafter, they would
complete a brief questionnaire at the end of each shift for 45 work days. There was no
ment for participation, and 54 of the employees approached agreed to participate.
ever, data from eight of these 54 subjects were excluded from all analyses, as they
tided daily data for less than seven days. In addition, three subjects completed the
itial questionnaires and more than eight days of daily data, but their daily data were
usible. The remaining 43 subjects completed the daily questionnaires on average for 30
ays (SD=13.06, med=30, mode=45). Thus, a total of 1295 person days using Caspi et al.'s
(1987) term (i.e., number of subjects x number of days for which data were provided)
e were available. The mean age of these 43 subjects (86% females) was 37-32 years
D=9.22), and they had been employed by the hospital for an average of 7-13 years
D=5.9). There were 18 nurses, six medical professionals, and six laboratory technicians,
while the remaining 13 subjects worked in different departments (e.g., administration,
ance, human resources, and maintenance).

Although the response rate obtained in this study (namely 47.25%) may appear
ewhat low, the involvement required for participation in a daily study such as this is
unusually extensive, and should be emphasized. First, subjects first completed a lengthy questionnaire package, and were asked to participate for 45 consecutive work days thereafter. Second, in daily studies in which higher response rates have been obtained, subjects were paid to participate (Stone et al. 1987). In a similar study in which subjects were not paid (e.g., DeLongis et al. 1988), only 46% of those contacted initially agreed to participate.

Because data for this study derive from volunteer subjects in one organization and the response rate is less than 50%, the extent to which respondents differed from non-respondents is an important consideration. While not conclusive, there are several indications that the present sample is not atypical. First, although it was not possible to contrast respondents in this study with profiles from the hospital at large, approximately 35% (n=805) of the total hospital staff had participated simultaneously in an Employee Attitude Survey. Consequently, it was possible to assess whether respondents in this study were similar to the 805 individuals who participated in the separate survey. These two groups did not differ in terms of age or the number of years employed by the hospital, nor were there any differences in terms of job involvement, emotional or informational support from the supervisor, or work, supervision, or co-worker satisfaction. Second, a chi-square analysis showed that the proportion of males:females in this sample was almost identical to that in the larger group (p>0.05 in all cases). Third, scores for the job involvement questionnaire and the three measures of job satisfaction fall well within the ranges of other groups for which similar data are available (Kanungo 1982, Cook et al. 1981).

2.2. Procedure
Subjects completed the initial questionnaire package during work time. This package contained the questionnaires focusing on supervisor support, job involvement, job satisfaction, and demographic details, and was returned in self-addressed envelopes. Subjects also received detailed instructions concerning daily questionnaire completion. The daily questionnaires were distributed to subjects at that stage, and again at the end of the second, fourth, and sixth week. Each time questionnaires were distributed, instructions for their completion were sent to the subjects. Subjects completed the daily questionnaires at the end of each workday, before leaving the hospital to go home.

2.3. Questionnaires
2.3.1. Daily work stress and mood questionnaires: To assess daily work stress, all items reflecting daily work stressors were extracted from the Daily Life Experience Project questionnaire (e.g., ‘criticism for job performance, lateness’, ‘some change in job’; see Stone 1987). Three additional items were included in the present study that were relevant to stress in a hospital environment (‘dealing with critically or chronically ill patients’, ‘commuting or parking’, ‘dealing with member of the public or hospital’). Subjects rated whether each of these daily work events had occurred, and the perceived positive or negative impact of each event. Eleven of the 13 items were consistent with the definition of daily work stressor, in that they were rated as occurring infrequently (occurrence as a function of the total number of person days: M=15-6%, range: 1.3%-25.6%), justifying their inclusion in this study.

In assessing mood, we avoided one item scales (e.g., Caspi et al. 1987, DeLongis et al. 1988), instead following the practice of Stone and his colleagues in using the 12-item Nowlis Mood Adjective Checklist (Nowlis 1965). Subjects rated each of the 12 items on a
Three-point rating scale (‘definitely describes how you felt’, ‘slightly describes how you felt’), ‘does not describe how you felt’). Unlike previous research where negative and positive subscales have been generated (Stone et al. 1987), items were recoded, and a total score was then created by summing all 12 items such that a high score reflects negative mood. In addition, instructions for the Mood Questionnaire were modified slightly, asking subjects to describe how they felt ‘at the end of work today’. The internal reliability of this 12-item scale was satisfactory (alpha = 0.72).

3.2. Questionnaires assessing moderator variables: Three separate questionnaires were completed by subjects before starting the daily assessments. First, three of the subscales of the Job Descriptive Index (Smith et al. 1969) were administered, namely the work, supervision and coworker satisfaction scales (each with 18 items). The Job Descriptive Index is reliable and valid (see Cook et al. 1981), and the internal consistency of its work, supervision and co-worker satisfaction subscales was 0.81, 0.85, and 0.83 respectively. Kanungo’s (1982) 10-item Job Involvement scale conceptualizes involvement and alienation as opposite ends of the same continuum. His scale was selected as it provides both a reliable and valid assessment of job involvement (Kanungo 1982). In the present study, internal reliability was satisfactory (alpha = 0.88). Finally, separate subscales assessing emotional and informational support from the supervisor were generated from Graue’s (1987) Inventory of Social Support Behaviors and were completed by all subjects. Emotional support was assessed with 11 items (e.g., ‘How often has your supervisor/manager expressed interest in and concern for your well-being’), and eight items were used to assess informational support (e.g., ‘How often has your supervisor/manager suggested some action you should take in dealing with a problem you were having’). Both these modified scales showed adequate internal reliability in this study (emotional support = 0.73, informational support = 0.84).

3. Results

The first conceptual issue is the variation between the predictor variables (daily work events and the negative perception of daily events) and outcome variable (mood). Before this could be addressed, it was necessary to control for the large differences in the number of days for which subjects provided data. In a previous study using a within-subjects approach (DeLongis et al. 1988), the number of days (i.e., the number of data points) for which data were available was almost equal across subjects. In the present study, the number of days on which questionnaires were completed differed across subjects. Thus, the error associated with each within-subject correlation between daily work stress and mood may be negatively associated with the number of days over which that subject provided daily data. To control for this error variance, the T ratio (Pedhazur 1982: 287–288) was calculated as the index of association, because it incorporates a control for its standard error. This procedure successfully partitioned out any variation between subjects attributable to the different number of data points; there was no relationship between the number of days for which data were available for each subject and the T ratio between the number of daily work stressors and mood (r(41) = 0.01, p > 0.05) or negatively perceived daily work stressors (r(41) = 0.04, p > 0.05). Two further points should be noted. First, T ratios had to be used, because weekend breaks and irregular work schedules interrupted the sequence of daily reports of data, rendering the use of traditional time series or event history analyses inappropriate. Second, unstandardized regression coefficients were used in computing the T ratio, because differences in standardized
measures across the various subjects may be a function of differences in variance rather than differences in effects (Pedhazur 1982). Considerable individual variation was evident in the within subject \( T \) ratios between daily work stress and mood. In terms of the \( T \) ratios between the number of daily work stressors and mood, 24\% of the subjects obtained substantial negative \( T \) ratios of \(-2.00\) or greater, 40\% obtained moderate negative \( T \) ratios (ranging between \(-1.00\) and \(-2.00\)), 10\% low \( T \) ratios (\(-0.99\) to 0.00), and the remaining 26\% low to moderate positive \( T \) ratios (0.00 to 1.89). A similar pattern emerged with respect to the variation in the within-subject \( T \) ratios between negative perceived daily work stressors and mood. Fourteen per cent of the subjects yielded substantial negative \( T \) ratios (\(-2.00\) or greater), 41\% moderate negative \( T \) ratios (\(-1.00\) to \(-2.00\), 12\% low negative \( T \) ratios (\(-0.99\) to 0.00), and the remaining 33\% of the sample yielded low to moderate positive \( T \) ratios (0.00 to 1.41).

Thus, the central issue that was addressed was the extent to which this variation is systematic, and moderated by job involvement, job satisfaction, or supervisor support. To assess this, job involvement, facets of job satisfaction, and informational and emotional support from the supervisor were correlated with the \( T \) ratios between the number of daily work stressors and mood, and the negative perception of daily work stressors and mood. Moderator effects are indicated where there is a significant relationship between two moderator variables and the \( T \) ratio.

The conceptualization of informational and emotional support, job involvement and work, co-worker and supervision satisfaction as moderator variables was justified by their low (although significant) correlation with daily work stressors and mood (Zedeck 1971). As can be seen from Table 1, none of the proposed variables moderated the association between the number of daily work stressors and mood. In contrast, job involvement \((r=0.36, p<0.01)\) work satisfaction \((r=0.30, p<0.025)\), supervisor satisfaction \((r=0.30, p<0.025)\), and co-worker satisfaction \((r=0.35, p<0.01)\) all moderated the relationship between the negative perception of daily work stressors and mood in the predicted direction. Specifically, the correlation between negatively perceived daily work stressors and negative mood was lower for subjects yielding greater job involvement, and more work, supervisor and co-worker satisfaction, and the same correlation was higher when subjects were less involved with their jobs, or less satisfied with their work, their supervision, and their co-workers. However, there was no moderator effect for either informational or emotional support from the supervisor.

4. Discussion

Perhaps more important than testing for a significant relationship between daily work stressors and mood, the results of the present study show there is considerable variation between subjects in this relationship. Moreover, portions of the variance in the relationship between the negative perception of daily work stressors and mood can be accounted for by conceptually meaningful moderators.

None of the relationships between the objective number of daily work stressors and negative mood was moderated significantly by either job involvement, job satisfaction or supervisor support. Yet job involvement and the three facets of job satisfaction did moderate the relationship between the negative perception of daily work stressors and negative mood. This discrepancy may be best understood in terms of the difference between the objective and subjective nature of daily work events. The number of daily work events reflects a quantifiable measure that is consistent with the concept of a stressor.
<table>
<thead>
<tr>
<th>Variable</th>
<th>M</th>
<th>SD</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Age (in years)</td>
<td>37.32</td>
<td>9.22</td>
<td>51</td>
<td>31</td>
<td>-8</td>
<td>-20</td>
<td>75</td>
<td>-11</td>
<td>-01</td>
<td>-08</td>
<td>-12</td>
</tr>
<tr>
<td>2. Years with Hospital</td>
<td>7.13</td>
<td>5.90</td>
<td>51</td>
<td>24</td>
<td>20</td>
<td>-01</td>
<td>-11</td>
<td>-08</td>
<td>-01</td>
<td>-01</td>
<td>-08</td>
</tr>
<tr>
<td>3. Emotional support</td>
<td>1.30</td>
<td>0.27</td>
<td>-08</td>
<td>75</td>
<td>-20</td>
<td>75</td>
<td>-11</td>
<td>-08</td>
<td>-01</td>
<td>-01</td>
<td>-08</td>
</tr>
<tr>
<td>4. Informational support</td>
<td>1.59</td>
<td>0.50</td>
<td>-29</td>
<td>75</td>
<td>-20</td>
<td>75</td>
<td>-11</td>
<td>-08</td>
<td>-01</td>
<td>-01</td>
<td>-08</td>
</tr>
<tr>
<td>5. Work satisfaction</td>
<td>33.47</td>
<td>11.42</td>
<td>20</td>
<td>-01</td>
<td>-11</td>
<td>-08</td>
<td>-01</td>
<td>-01</td>
<td>-01</td>
<td>-01</td>
<td>-01</td>
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<tr>
<td>8. Job involvement</td>
<td>35.07</td>
<td>11.44</td>
<td>-08</td>
<td>24</td>
<td>20</td>
<td>-01</td>
<td>-01</td>
<td>-01</td>
<td>-01</td>
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<td>-01</td>
</tr>
<tr>
<td>9. Number of daily work stressors/mood relationship</td>
<td>-1.08</td>
<td>1.37</td>
<td>0.3</td>
<td>10</td>
<td>-07</td>
<td>-27</td>
<td>15</td>
<td>15</td>
<td>14</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>10. Negative perception of daily work stressors/mood relationship</td>
<td>-0.78</td>
<td>1.26</td>
<td>-34</td>
<td>-17</td>
<td>0.3</td>
<td>-02</td>
<td>0.3</td>
<td>0.3</td>
<td>0.3</td>
<td>0.3</td>
<td>0.3</td>
</tr>
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</table>

* Decimal points omitted from intercorrelation matrix.  
* With df=41, r≥0.30, p<0.05; r≥0.39, p<0.01.
(Pratt and Barling 1988). On the other hand, the negative perception of these daily work events provides an indication of subjectively experienced stress. Thus, the moderator effect occurs at the level of the perception of the subjective meaning of the daily work stressor, rather than its objective occurrence.

The results of the present study show that job involvement and the three facets of job satisfaction moderated the relationship between the negative perception of daily work stressors and mood. What this suggests is that individuals who are more psychologically involved with their work, more satisfied with their work, their relationships with their co-workers, and the quality of their supervision may be more capable and willing to withstand the negative effects of daily work stressors.

However, unlike previous research (e.g., Caspi et al. 1987, DeLongis et al. 1988), neither informational nor emotional support from one's supervisor moderated the relationship between daily work stressors and mood. Several factors might account for this. First, as suggested previously (Pratt and Barling 1988), it takes time to seek and enact social support, which may preclude the immediate emergence of any moderating effects of social support. While Caspi et al.'s (1987) data supported this contention, DeLongis et al. (1988) found same day effects for the moderating role of social support. Differences in the nature of the stressor and support measured across these two studies precludes generalizations. What is clear is that future research should still focus on the moderating role of support, and also assess other types of support (e.g., tangible, appraisal, integrative) from different sources (e.g., co-workers). Second, just as it is important for the source of support to be matched with the source of the stressor, it is possible that the source of the support should be relevant to the nature of the outcome. Third, like previous studies (e.g., Caspi et al. 1987; DeLongis et al. 1988), we only measured social support before the start of daily recordings. This assumes that social support is stable across days, an assumption that is probably incorrect (Atkinson et al. 1986). Rather, social support may be sought particularly on those days when stress is experienced. Thus, it would be more interesting to assess whether social support is sought, received and used on a daily basis.

Fourth, perhaps because of the response scale used for the support items in this study where subjects rate the frequency with which they received support as 'not at all', 'once or twice', 'about once a week', 'several times a week', or 'every day'), the range of scores in the two support subscales was truncated (see Table 1). Finally, despite the assertion that the nature of the stressor and the source of the support should be consistent, this might not be optimal in the work context. For example, the occurrence and/or negative perception of daily work stressors may be related to inadequate or harmful supervision. Receiving support from a supervisor who at the same time is the source of the stressor may exacerbate the relationship between the daily work stressors and mood (cf. Lachman and Barling 1988).

In addition, the operationalization of daily work stressors, social support and mood, the nature of the sample, and the research design used may account for discrepancies in findings between this study and previous studies. For example, DeLongis et al. (1988) used the 53-item Hassles scale to assess daily hassles, Clark and Watson (1988) used a daily diary, and Caspi et al. (1987) used one item asking if subjects were troubled by anything in their household, at work and so forth. In the present study, the work-related items from the Daily Life Experiences Project (Stone 1987) were used, and some items were added to measure the relevance of the scale for the present sample. Second, Caspi et al. (1987) assessed social support by ascertaining the number of people a subject could approach in times of need; in other words, they assessed the size of the potential support network. DeLongis et al. (1988) used a measure of the satisfaction with emotional support provided by different
sources, controlling for the size of the network. In the present study, the frequency of emotional and informational support from the supervisor was assessed. Third, Caspi et al. (1987) and DeLongis et al. (1988) both assessed mood with a one-item index, while we made use of a 12-item index reflecting negative mood. Finally, while Caspi et al. (1987) used a between-subjects design and analysis, both DeLongis et al. (1988) and the present study used within-subject designs and analyses.

An initial intention of this study had been to examine whether daily work stressors exerted any lagged effects on mood, and whether such relationships would be moderated by support, satisfaction or involvement. Practical limitations which may be of special relevance in studying daily work stressors prevented us from focusing on this question. In contrast to research on daily life stress, where continuous measurements are possible, uninterrupted measurements of daily work stressors are precluded by weekend breaks from work, irregular shift work schedules, illnesses, vacations, and so forth. Future research must investigate ways of overcoming these practical difficulties, as central conceptual questions could then be addressed. One such question is whether daily work stressors do indeed differ from chronic work stressors, with the former exerting either same-day or next-day effects, and the latter exerting long-term consequences (Pratt and Barling 1988). Also, the effects of supervisor support could be addressed more adequately. No moderating effects for emotional or informational support from the supervisor emerged in this study. Yet like Caspi et al.‘s (1987) findings that social support moderates the effects of the previous day’s stress, and consistent with theoretical suggestions that social support may not be effective as a moderator when immediate coping is required in daily or acute situations (Pratt and Barling 1988), future research should investigate whether social support moderates the effects of the previous day’s work stress.

Aside from ensuring that lagged effects can be assessed, future research might also focus on other outcomes of daily work stressors aside from mood, as well as other moderators of any such relationships that emerge. Three other outcomes of daily work stressors are possible. First, research should focus on the effects of daily work stressors on direct and indirect aspects of organizational functioning, such as work performance and absenteeism (e.g., Hackett et al. 1989; Ivancevich 1986). Second, because daily life stressors or hassles are associated with physical symptoms (e.g., Jandorf et al. 1986, Stone et al. 1987) and the immune system (Stone et al. 1987), future research should assess the effects of daily work stressors on psychosomatic functioning. Third, most individuals will complete their workday before going home. It seems appropriate, therefore, for future research to investigate whether the consequences of daily work stressors spillover to marital and family interactions and functioning (Repetti 1989). Fourth, while it is assumed in this research that daily work stressors affect mood, it remains possible that prior mood affects the perception of stress (Brief et al. 1988, Watson et al. 1987). Fifth, because mood is associated with shift work, future research should investigate whether the effects of daily work stressors on mood are moderated by the particular shift worked. Finally, future research should ensure greater correspondence between the definition and assessment of daily work stressors. In the present study, several items purporting to assess daily work stressors (e.g., dealing with chronically ill patients, commuting, or parking) could be experienced each workday by some subjects, and, therefore, be more consistent with a definition of chronic work stressors. In all this research, it would be worthwhile to make direct comparisons between the effects of daily and chronic work stressors (cf. Jandorf et al. 1986), as this could address important questions concerning the nature of work stress.
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Notes

1. In the present study, it is assumed that daily stressors are equivalent to daily hassles when the latter are measured in a manner consistent with DeLongis et al. (1988).
2. Details of the means and standard deviations for all these variables, together with the measures used, can be obtained from the first author on request.
3. These two events (positive emotional interactions and/or happenings, with co-workers, employees, supervisors, and/or clients of patients, and socializing with staff, co-workers, employees, etc.) were treated as daily work stressors because only occasionally were they negatively perceived (8% and 2-7% respectively).

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