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Role stress, individual cultural orientation, perceived organisational support and job satisfaction.

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ABSTRACT

Research has revealed that job-related stress impacts on psychological and psychosomatic functioning with detriments to both individual and organisational level outcomes (Beehr, Jex, Stacy & Murray, 2000; Cooper, Kirkcaldy & Brown, 1994; Johnson & Cooper, 2003). As a result stress research has typically been associated with destructive consequences for the individual and organisation, thus highlighting the need to explore variables which may alleviate workplace stressors. This study aims to explore the potential moderating effects of individual cultural orientation and perceived organisational support on the relationship between role stressors (role conflict) and job satisfaction. One hundred and fifty-two men and women, employed by South African organisations, completed the multidimensional role conflict questionnaire, the horizontal and vertical individualism and collectivism scale, the survey of perceived organisational support and the job satisfaction survey. Results revealed that horizontal individualism interacting with person role conflict and intersender conflict had inverse moderating effects on job satisfaction, while perceived organisational support interacting with intersender and intrasender conflict had positive moderating effects on job satisfaction. Findings further indicated that a collectivist cultural orientation and perceived organisational support were related to increases in job satisfaction. Practical implications of the study and directions for future research are discussed.