Copyright is owned by the Author of the thesis. Permission is given for a copy to be downloaded by an individual for the purpose of research and private study only. The thesis may not be reproduced elsewhere without the permission of the Author.

ATTACHMENT ORIENTATION, SOCIAL SUPPORT, AND WORK STRAIN IN THE FINANCE SECTOR.

A thesis presented in partial fulfilment of the requirements

for the degree of

Master of Arts

in

Psychology

at Massey University, Albany.

Louise Davey 2003

ABSTRACT

The current research examined whether there is a direct relationship between attachment orientation and work strain in the finance sector, or whether that relationship is either mediated or moderated by social support from significant others and/or fellow employees. Participants were employed in the finance sector in New Zealand (n= 43) and the United Kingdom (n= 39), and completed a self-report questionnaire that measured adult attachment orientation (Experiences in Close Relationships Inventory), perceived social support from significant others (Quality of Relationship Inventory) perceived social support from work sources (Work Environment Scale) and work strain (Perceived Stress Scale). Mediation or moderation did not hold for either of the potential forms of social support, but significant direct effects were found between Anxiety (a key component of attachment orientation) and work strain, between perceptions of social support from significant others and work strain, and between Anxiety and perceptions of social support from significant others. These findings imply that attachment orientation and social support should be considered when designing stress management programmes for use within the finance sector.

ACKNOWLEDGEMENTS

My initial thanks go to Dr. Stuart Carr who provided support and confidence along with academic knowledge. Secondly I would like to thank Dr. Richard Fletcher for his constant encouragement.

Thanks to all those who agreed to participate in this study. I appreciate your willingness to complete my personal questionnaire.

My final thanks must go to my mother Gail, my father John, my surrogate family the Browns, my grandmother June, and my special friends Annabel, and Jane. You have all contributed in your own special ways. Without you I would not have been able to complete this thesis.

TABLE OF CONTENTS

Introduction	1
Operational Definitions	2
A Conceptual model	3
Attachment Theory	4
Attachment Styles	
Adult Attachment Orientations in the Workplace	8
Social Support	9
Perceptions of Social Support from Significant Others	15
Possible Work-Family linkages	16
Perceptions of Social Support at Work	17
Research and Methodological Issues	20
Work Strain	22
Attachment Orientation and Work Strain	23
Attachment Orientation, Perceptions of Social Support and Work Strain	24
Hypotheses	
Method	28
The Participants	28
Measures	29
Procedures	34
Results	37
Psychometric Properties of the Scales	37
Descriptive Statistics	43
Is Social Support a Mediator between Attachment Orientation and Work Strain?	44
Moderation	51
Direct Effects	58
Posthoc Analyses	60
Discussion	61
Resume of Findings	61
Links to Theory	61
Limitations	67
Future Research	68
Summary of Findings	69
Appendix A Information Sheets & Questionnaire	85
Appendix B Factor Matrices for the PSS and QRI	94
Appendix C Posthoc Analyses	95

LIST OF TABLES

Table
1. Mean score/item for the depth subscale of the QRI
2. Factor Matrix for Experiences in Close Relationship Inventory
3. Factor Matrix for the Work Environment scale
4. Descriptive statistics for the subscales
5. Descriptive statistics for the Work Environment Scale
6. Hierarchical multiple regression analyses of Anxiety, perceptions of social
support from a significant others and work strain
7. Hierarchical multiple regression analyses of Avoidance, perceptions of social
support from significant others and work strain47
8. Hierarchical multiple regression analyses of Anxiety, coworker support and
work strain
9. Hierarchical multiple regression analyses of Avoidance, coworker support
and work strain49
10. Hierarchical multiple regression analyses of Anxiety, supervisor support
and work strain50
11. Hierarchical multiple regression analyses of Avoidance, supervisor support
and work strain51
12. Hierarchical multiple regression analyses of Anxiety, perceptions of social
support from significant others and work strain53
13. Hierarchical multiple regression analyses of Avoidance, perceptions of social
support from significant others and work strain54
14. Hierarchical multiple regression analyses of Anxiety, coworker support
and work strain55
15. Hierarchical multiple regression analyses of Avoidance, coworker support
and work strain56
16. Hierarchical multiple regression analyses of Anxiety, supervisor support

Table

17. Hierarchical multiple regression analyses of Avoidance, supervisor support	
and work strain	58
18. Hierarchical multiple regression analyses of direct effects	59

LIST OF FIGURES