EFFECT OF WORKPLACE LONELINESS ON PSYCHOLOGICAL WELLBEING AND JOB COMMITMENT AND THE POTENTIAL ROLE OF BEFRIENDING

A Research Thesis Submitted to the

Department of psychology
In partial fulfillment of the requirements for the award of the degree of

Master of Arts

In

Applied Psychology

SUBMITTED BY

ABID IMTIYAZ MIR

Reg. No. 11506230

Under the guidance of

DR. KOMAL RAI

UID- 17473

Assistant Professor of Psychology

LOVELY PROFESSIONAL UNIVERSITY

PHAGWARA PUNJAB 144411, INDIA

بِسْمِ اللهِ الرَّحْمٰنِ الرَّحِيمِ

وَمَا تَوْفِيقِي إِلاَّ بِاللهِ

My success is only by Allah

CERTIFICATE

This is to certify that the student namely **ABID IMTIYAZ MIR** is a bonafide student of Department Of Psychology and he has successfully completed his dissertation work entitled "**effect of workplace loneliness on psychological well-being and job commitment and the potential role of befriending**" at Lovely Professional University, Phagwara, Jalandhar.

Dr. Komal Rai.

Assistant Professor

Department of psychology

Lovely professional university

Phagwara, Jalandhar-144402

DECLARATION

This thesis is a presentation of my original research work. Whatever contribution of others are involved, every effort is made to indicate this clearly, with due reference of the literature and acknowledgement of collaborative research and discussions. The work was done under the guidance of **Dr. Komal Rai,** Assistance Professor, Department of Psychology, Lovely Professional University, Phagwara, Jalandhar,punjab.

ABID IMTIYAZ MIR

Masters of Arts in Applied Psychology

In my capacity as supervisor of the candidate's thesis, I certify that the above statements are true to the best of my knowledge.

Dr. Komal Rai,

Date

ACKNOWLEDGEMENT

First and foremost, I must acknowledge my limitless thanks to Allah, the ever thankful, for his help and bless. I am totally sure that this work would have never become truth, without his guidance.

I acknowledge the Holy Spirit, my greatest help, coach, and strength through this study. Immense appreciation to my supervisor, **DR, KOMAL RAI** for being so gracious and helpful through this work, I appreciate your humility and modesty. She has always been generous during all phases of the research. It is a privilege for me to have worked under such profound scholar, brilliant teacher whose guidance and painstaking efforts have great value in completion of my work. My acknowledgement also goes to my department and to my H.O.D. **Dr. Pradeep kumar** , thanks for providing a wonderful environment and opportunity to do this research. I appreciate your affection for our teachers to clear our doubts at any time of day. I am thankful to the entire faculty of department of psychology especially **Dr, pankaj singh** and **Dr, Hariom Sherma** for their kind help and support. Thanks to my tutor, Dr. KOMAL RAI thanks for believing in me and for being a part of my world, and for your positive influence on me. I also would like to express my whole hearted thanks to my beloved friend, **Ms. kounser Majeed**. Who added meaning to my life by her mesmerizing and inspirational insights. I would like to say thanks from the core of my heart to my best friends Particularly Mr. Faheem Nabi, Ms Rubina Anjum, Mr. Ishaq khan, Ms. Shalini Mujoo, and to all my classmates for being so supportive during the entire research work.

Lastly, much gratitude to my parents, my father Mr. GH Rasool Mir, my beloved mother Mir Haleema Rasool , my sister Mir Shamshada Rasool and my brother Mir javid, whose valuable ideas, prayers and financial support strengthen and encouraged me at every difficult point in my life.

CONTENT TABLE

ABSTRACT

The aim of this study was to find out the effect of workplace loneliness on psychological well-being and job commitment and the potential role of befriending. In this study the sample size was 20 and the sample was taken from Jalandhar (Punjab). Subjects were working on different job profiles in both public and private organizations. For obtaining data UCLA loneliness scale, Ryff's psychological well-being scale and organizational commitment scales were used. The statistical techniques used were Paired Sample t-test and regression. The findings of the study revealed that befriending is beneficial in dealing with loneliness; it is also beneficial for improving psychological well being and somehow job commitment as well. It was further revealed that workplace loneliness effect psychological well-being and job commitment with 29% and 7% respectively.

Key words: *workplace loneliness, psychological well-being, job commitment and befriending.*

CHAPTER I

INTRODUCTION

LONELINESS

Loneliness the thing which I dislike the most in life. The thing that I'm anxious about is just being alone with no one to care for and someone to care for me. The most horrifying privation is being undesirable and loneliness.

People prefer to be lonely, rather, to be in connection with others because of their deterioration to bear the psychological costs of being around other humans and are dyspathetic to people. **David Foster Wallac** said if I will tell you to meet a loner, what they tell you no matter, it's not so as they want to be in isolation rather they tried to compound into the world before but were deceived every time .

Loneliness is the lack of alliance and our nasty emotional response to solitude. Feeling anxious about the lack of communication and connection with others in present and proceed to the future. We can feel lonely even if being with other people. The causes vary and include social, emotional, cognitive or physical factors.. Being alone does not necessarily mean loneliness. For example, be it you in crowd, in class room, in party, in between thousands of people watching a cricket match. Instead it is an agonizing experience of feeling aloof and privation. Loneliness means when a person feel expelled from a group, not loved by others and likely none, to whom one would express his/her experience, so is left with minimum space for others to be in his/her daily life matters.

Loneliness is generally caused by multiple factors: losing work, break-ups in relationship, loss of beloved ones, academic failure, and depression and so on. There are people around you with good fame, beauty, success, brain, money, and so on and their deep loneliness

will surprise you. Is there anyone who is not at risk of experiencing loneliness? Do all of us really have to taste this?

The triggering cause can be not being in connection with society that leads to loneliness which further damages ones immune system. Studies reveal that lonely people are at 45% risk of dying. The level of stress hormones, cortisol also increases the ratio of being the victim of stroke and cardiovascular problems. Thus disturbed patterns of living life sleep, eating habits, sickness, and illogical thinking causes both psychological and physiological weakness as a whole.

Is isolation an unchangeable stuff? Can't we actually resist it from appearing in our life and just have prosperous and happy life?

There are 6 main types of loneliness

1. Interpersonal loneliness: loneliness caused by losing a relationship which is significant and worthy.

2. Social loneliness: loneliness caused by ones rejection from a group.

3. Cultural loneliness: This happens where a person belongs to a different culture and feels that they don't fit, in the new culture.

4. Intellectual loneliness: This is where a person feels that he not in harmony with their peers, family or social group.

5. Psychological loneliness: This is something that other people can fully understand as one person has experienced trauma that separates them from others around them.

 Existential or cosmic loneliness: This is experienced of isolation by a person who is

 facing death.

Possible causes of loneliness

Experiencing loneliness can be the cause of multiple reasons, be it any life event, lack of friendship at several stages of life, absence of important people around a person as well as can be triggered by the problem in ones social and psychological system, such as ,chronic depression, social anxiety etc. people also come up with the problem of loneliness when they are taken for granted or kept aloof as infants, consequences of break in the bound of relationship of pre and post marriage. Social withdrawal also paving the way of loneliness.

The commencement of despair and distress in one's life is due to the loss of a significant person; even in the company of others one might feel lonely. It also can be seen in first stage of life, post marriage or is followed by troublesome situations, such as moving to unknown and unfamiliar community from one's home town is leading to homesickness. It is also seen in unstable and disturbed marriages or other similar relationships. The feeling seen includes bitterness, which restrict the give and take process of love. Dysfunction of communication, places where the density of population is low and where there are comparatively less number of people to interact with. Thus if one person is feeling lonely it increases the risk of feelings of loneliness among others in surrounding.

EFFECTS OF LONELINESS

Loneliness has a wide range of negative effects on both mental and physical health. Some of the uncertainties associated with, are discussed under;

- Depression and the thought of suicide

- Stroke and heart disease

- Anxious and stressful

- Decreased memory and learning

- Unacceptable behavior

- Problem in decision making

- Substance abuse

- Deficit in brain functioning

WORK PLACE LONELINESS

Many people feel lonely, even if having good social interaction at their place of work. These people most of times sit in the corner and have tea all alone but work carefully and this approach of living life is having an impact on their relationship with their workplace colleagues. The type of isolation is hard to discover as people tend to hide their emotional irregularities in order to restrict the scope of being judged. But their activities are enough to display their emotional state of mind, as the cause may vary individually, starting from

the family matters, health problem, job profile, working hours, undesired job or forced labor, loss of relationship, home sickness, work discrimination, and the list is going on, plays major role in the development of loneliness. As the structured way of setting does not allow one to help the co-worker during ones working hours, so to limit the ratio of their sufferings either workplace situation can be changed or consequences can be subdued. **(Gurdeep pandhar 2015)**

In order to evaluate the policies and their connection with loneliness, several points should be kept under concentration like if the employee is forced to compete with others and rigidity of workplace setting which contributes to the loneliness of a person. So the need is to explore all possible causes, list out causes are presented to the higher concerned authority and possible solutions are found.

It can be further approached in a favorable way rather to force one to expose his/ her sufferings. They could not be forcibly dragged to some amazement park or coffee shop to compound with others; instead, they should be welcomed to join usual celebration with their colleagues. Usual silent gestures and actions of co-workers can do wonder rather than mere momentary smiles. If some among co-workers is getting any information of his/her interest, like news article should be discussed with them or if one is interested in initiating any novel thing at the workplace should be welcomed by others so that the sense of conformity will develop

Thus making sure that each member of the group is feeling oneself as an integral part. This could be done by initiating projects and making every ones part mandatory, it will in developing strong bound and sprit of group work. Because workplace loneliness is having

a lot many impact on different areas of one's life and organization as a whole. Thus every should accept it as moral obligation and should be always ready to help the needy for creating an example of humanity.

JOB COMMITMENT

The sense of responsibility of an individual towards the organization in which he/she works, Committed towards their job in such a way, so as considering the goals of organization as of their own goals, **Meyer and Allen,(1991)** The devotion of working for the betterment of company by providing all necessary zeal and zest. The attitude and intension of working should be as such the organization belongs to them individually with no scope left for recklessness. The studies conducted regarding organizational commitment showed three different aspects, likely, affective, continuance and normative commitment. Enjoying your stated job in a company having good relationship with co-workers, taking ones ejection from the company as such the company may fall short of workers and will be in loss and loyalty towards your profession,

 S Brown (201). Job commitment is one obligation to perform with motivational and devotional attitude of exhibiting our experience for the betterment of company. Thus job commitment is the sense of punctuality, loyalty towards profession, enhancement of skills; exploring company as much as one can, considering reputation of company as of one's own reputation. Thus it clearly reveals that commitment in any job profile is the matter of attachment and intension. But the atmosphere of the company significantly decide these areas, whether or not the workers of the company will enjoy workplace and

the mental well-being of an individual also plays vital role in deciding the commitment towards job, **M Nathan,(2002).**

The study conducted by **Roodt (1997)** which stressed on commitment towards job and particularly ones attitude towards it, stated that it is ones adjustment in job profile, degree of attachment and the degree of possible efforts and readiness to devote ones energy and time. Ones commitment in the job is also significantly related with one engagement in the job, as stated by **Tladinyane (2012)** that high workplace commitment level is the outcome of one feeling and attitude and also the workplace nature and the nature of job. Study further revealed that if the job is symmetrical with the expected variables of employee's interest and the degree of satisfaction is also high indicates the high level of workplace commitment, **(Durr & Tracey 2009).** Another notion of workplace commitment describes ones belief on self efficacy helps an individual to set a determined goal for himself, which one enjoys more than an enforced work to perform **(Schreuder & Coetzee 2011)**. Researches revealed that the increase in similarity between type of work and ones competence is because of the similarity within one's interest and work type. **(Durr & Tracey 2009)**. There is also an important role played by the mentors or career anchors in the job satisfaction and workplace commitment as they provide a clear insight as per the individuals desire and strengths which match the characteristics of the job, **Levi (2006) and Lumley (2009)**. As another study shows that commitment in the job is associated with varied priority and preference and the characteristics of available job, **(Schein 1996),** which can further effect the enrolment ratio in the job, **(Coetzee & De Villiers 2010).** Persons having good relation with mentors and goal anchors will accordingly effect their work commitment, **Schein (1996).**

While concluding, we can say that multiple factors are responsible for strengthening and weakening the bond between work and workplace, which will in turn influence one's commitment towards job respectively

Psychological well-being

Psychological wellbeing a concept that originated from one of the two basic elements of wellbeing known as hedonism and eudaimonia. The first prospective of well-being "hedonism" defined by kehneman et al in 1999, as the presence of positive effect and the absence of negative effect. Whereas eudainmania which is the second perspective that says well-being is not about maximizing positive experiences and minimizing the negative ones as defined by Ryan and Deci, 20011 but it actually refers to living the life to the full and allowing one to attain the highest human potential as said by ryan, huta and deci, 2008.hedonism which has pleasure as its major emphasis takes its roots in the Greek scholars notably Epicurus- as its principle proponent (Mc Mahon, 2006) in the field of contemporary psychology a concpt which stems from hedonism is popularly known as subjective wellbeing which has two major components; affective balance and perceived life satisfaction. In contrast to the concept of subjective wellbeing, other researches emphasis the concept of eudaimonia which establishes that performance of action signifies the well-being that is coherent with high values which provides full commitment to the people so as to full alive and real, (waterman, 1993). One of the authors within the eudaimonia perspective notably carol. Ruff introduced the concept of psychological wellbeing as a off short from the concept of eudiamonia. She argued that measurement

for wellbeing has suffered from the very beginning due to the lack of theoretical basis and long forgotten basic issues of productive or positive functioning.

To distinguish the concept of subjective well-being, carol ryff tried to overcome those limits by defining well-being as the real potential development of a person. (Ryff, 1998,1995) so we say that psychological well-being is all about outcome of a well- lived life but not about the motivation of the person. As we know that the psychological well-being is one of the most important concepts which is being taken into consideration. According to Ryff (1989), the important skills that exist with in the concept of psychological well-being could possibly strengthen, the significant relation of management of environment and self perception. Psychological well-being is of great importance in different periods of life besides its academic importance.

Shek (1992) defined psychological well-being as the state of mentally fit person who possesses lots of positive and productive mental health qualities that helps the person to maintain unity of personality and easy adjustment in any situation. Lawten (1991) stated that psychological well-being is the base to improve te quality of life, because it acts as a basic important criterion for acquiring a high personal merit and a qualitative perception of every aspect of life. Different factors like age social class, gender, religion etc influence or affect the level of psychological well-being. Various special aspects of well-being that includes self control, happiness, free of failures, sence of interests, anxiety and loneliness etc make psychological well-being multidimensional. As positive things direct everything in positive direction, in the same way positive emotions , positive mood and social support plays a very important role in constructing a psychological well-being.

Ryff (1989;1991), determines six positive aspects for psychological well-being or

psychological performance as per his previous studies on happy- living and happiness

and due to positive performance of human , the aspects are as under

;
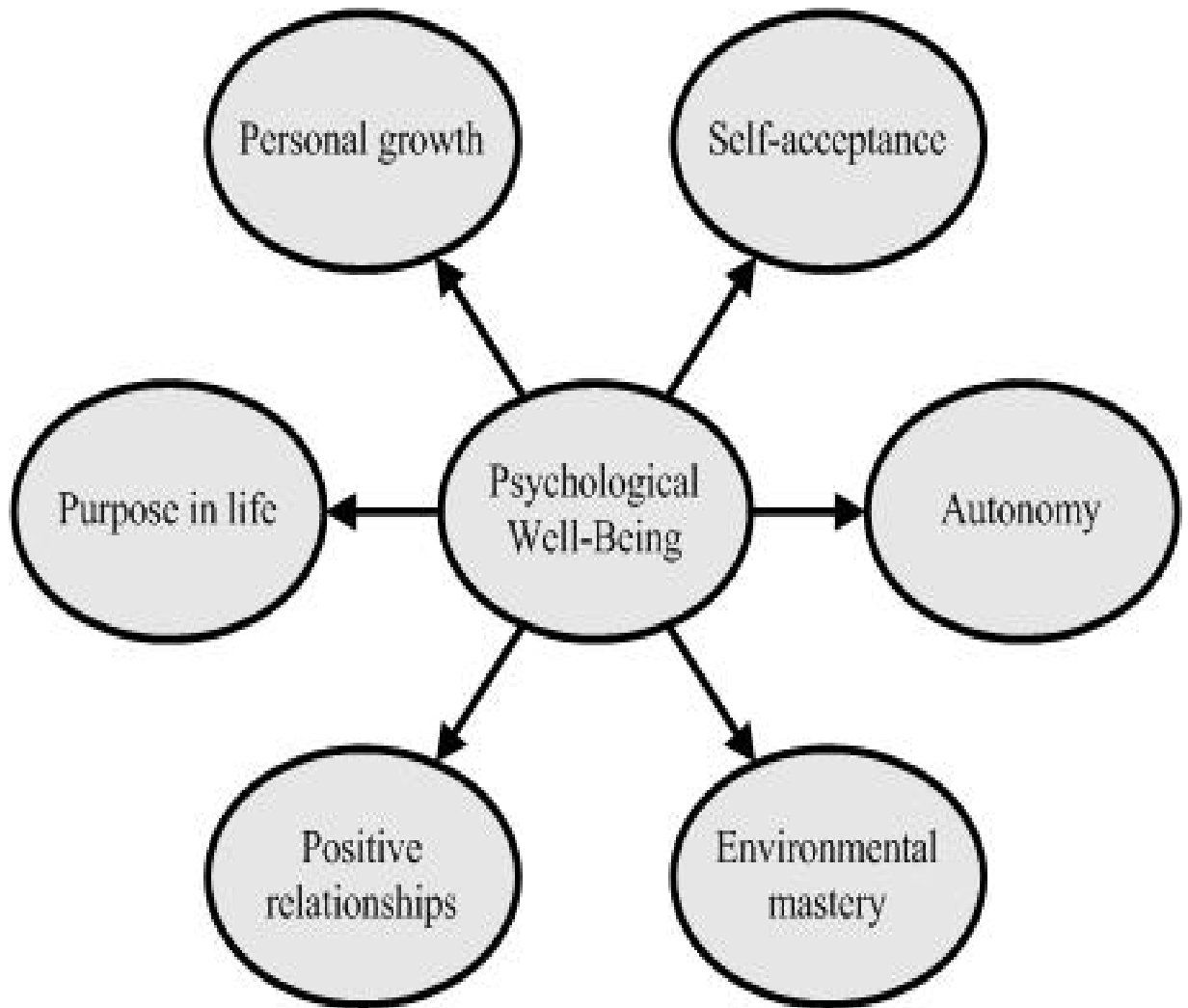
Six dimensions of psychological well-being are;

Self acceptance:- the person with self respect, self acceptance in every aspect including both good and bad qualities, such people are optimistic and have positive feelings about their lives in the post.

Positive relations:- the person who are friendly, trustworthy and pleasant; are able to perceive good human relations during normal interactions.

Autonomy:- the person with self confidence and organization as their basic characteristic, like to be dominant and are efficient enough to manage themselves, such persons are very good in showing resistances towards social stresses and are independent in recognizing their beliefs.

Environmental mastery:- the person with feeling of superiority in the environment and able to handle everything very efficiently and accept the environmental changes and make positive and effective chance of every chance they get.

Purpose in life and personal growth:- this group include those people who have well programmed and directed feelings and actions, are realistic in nature with self confidence and are able to create suitable environment or circumstances to fit their personal needs and values and to fulfill their personal desires.

These dimensions of psychological well- being imply that it embraced the totality of well-being of a human person. In other words the total wellness of a human being depends on the positive psychological health of same. Thus an individual who possesses this aspect of wellness has the psychological and emotional ability to adjust to the challenges of living. Fredrikson(2009) is of opinion about psychological well being has a

effective or essential role in health as it seems to act as a protector or buffer in the way of adverse or intensive of negative experiences.

And villeges(2009) found a very important relationship between students way of coping with academic difficulties and this psychological well being. The result indicates that emotional focused copping was the strongest and only significant predictor of the psychological well being. Other studies exploring the relationship that exist between psychological well being and cooping graduate students have also found a very important relationship between psychological well being and copping

In 2001 Yazdane et. al investigated the relation between academic performance, demographic variables and psychological well being and his study revealed that psychological well being is positively is related to academic performance. We can't deny that differences are there in self esteem, positive relation and mastery environment with psychological well being. In 2015 Leonard et.al also investigated the relationship between psychological well being and emotional intelligence among the under graduate students,also indicating a positive relationship between psychological well-being and emotional intelligence

In 2007 Chow,s study revealed that there is a significant correlations between gender, vocational interests, educational qualification of parents, their physical health and psychological well-being and their academic performance. It is evident a stronger sense of satisfaction at higher academic level was showed by students especially the females, besides this relationship was higher level of physical health, lower amount of academics and financial stress and psychological well-being. In 2014,a relationship between

dimensions of residence and psychological well-being was examined by Sagone et al. The investigation showed the positive relationship between residence and psychological well-being which include environmental mastery, personal growth and self-esteem. The studies resulted that boys showed a higher wellbeing than girls and late adolescents showed greater well-being then the middle ones Taylor (2001) also did a study to know about the relationship between psychological well-being and mattering. It was concluded that mattering was positively associated with the psychological well-being. David et al (2008) investigated the association of psychological well-being and levels of cognitive function. The result reveled that a higher level of psychological well-being are associated with a better cognitive function. Sergel (1999) conducted a study on adolescents and reported that psychological well-being showed high significant positive relationship with emotional intelligent quotient. In (2001), Palms et al noted that emotional intelligence and psychological well-being were moderately correlated and then some of the variance in psychological well-being were significantly explained.

In 2013 Glozah examined that the psychological well-being of senior high school students in Ghana was greatly influenced by their academic stress and perceived social support. The outcome of investigation clearly indicated that the perceived social support act as a buffer to minimize the effect of academic stress on psychological well-being. In (2009) it was crippis et al who correlated the level and type of parental involvement as perceived by adolescents for their psychological well-being. Perceived parental involvement affects the adolescent sense of psychological well-being, weather positively or negatively, especially the adolescents self-esteem, self- evaluation and their peer relationship.

Children's development is greatly influenced by parenting style. Parents with authoritive style influences the middle school children's, which results in the positive developmental outcomes, positive direction for self-evaluations, higher degree self-esteem and adjustments, and influencing positively the level of intrinsic motivation for learning. All this study provides a research which is related to

(a) How the adolescents perceive there parental involvement.

(b) How parental style is related to higher levels of psychological well-being.

(c) What is the impact of assorted parenting styles on adolescent psychological well-being.

In 2013 Arslane et al investigated the interrelation between personal traits, self-comparison levels and psychological well- being. The result reveled that there was a positive interrelation between psychological well-being and other personal traits and at the same time no important or significant correlations was found between antinomy and agreeableness. All the sub- scales of psychological well-being are significantly predicted by personal traits and self-compassion. Extroversion was found the most significant predictor of positive relations with others as a sub- scale of psychological well-being. It is also found that self- compassion is the most prominent predictor of autonomy, environmental mastery, and proposes in life and self-acceptance sub-classes. Psychological well-being characterizes by negative indicators, such as anxiety, depression is negatively correlated with stress life events and irrational beliefs are the predators variables and psychological well-being is the criterion variable. Results showed that family and uncontrollable events have a very low but significant negative correlation only with psychological well-

being. No significant correlation between psychological well-being and total stressful life is evident but some irrational beliefs and its sub-dimensions reveled some important negative and moderate correlations with psychological well-being. In predicating positive and negative indicators of psychological well-being results are discussed in the light of differential implications of stressful life events. In 2015 the relationship of moral intelligence and psychological well-being of graduate students was determined by Farhan et al .the outcome of the investigation was that all the sub-scales of moral intelligence are positively correlated with psychological well-being and the ultimate score of moral intelligence came out. In(2011) Bashrat et al investigation relationship of mindfulness with psychological distress and psychological well- being and the role of self- regulation and autonomy was assessed as mediating variable and mechanisms of mindfulness. Results showed a negative but high correlation of mindfulness with psychological well-being.

As autonomy was mediating the relationship of mindfulness with psychological well-being and psychological distress. On the other hand the self-regulation was mediated only the relationship between mindfulness and psychological well-being. The outcome of examination or investigation provides good evidence for the mediating mechanisms by the means of which autonomy and self-regulation mediated the relationship of mindfulness with psychological well-being and psychological distress.

The effects of mindfulness based stress reduction on the enhancement of mindfulness, emotional and psychological well-being and reduction of stress was examined by Mohammad et al in (2011) . The examination results reveled that

stress was decreased due to mindfulness. Based stress reduction but there was no significant change in mindfulness, psychological and emotional well- being. Again in 2011 it was Souri et al who examined the relationship between optimism, resilience and psychological well-being. It was evident after the results that resilience can predict psychological well-being and optimism had a very little mediation role with regards to relationship between resilience and psychological well-being. It was clearly indicated by results that personal characteristics such as resilience, and individuals optimism influence the psychological well-being of an individual regardless of his/her degree of resilience and can to some extent provide for psychological well-being. In 2014 the relationship between narcissism and psychological well-being and the moderating effect of psychological capital or that relationship was examined by Erkutlu . the outcome of the results was that narcissism is significantly but negatively correlated with psychological well-being . In addition to that the results of hierarchical multiple regression analysis also supported the moderating effect of psychological capital in context to relation between psychological well-being and emotional and narcissism.

The effect of positive and negative perfectionism on work engagement, psychological well-being and emotional exhaustion, was investigated by Kanten in 2015. Outcome of results showed that there was a positive influence of positive perfection on the work engagement and psychological well-being, with no direct effect on emotional exhaustion. In the same way it was found the negative perfection negatively affects the psychological well-being with no direct effect on work engagement and emotional exhaustion. It was evident form all this , that

psychological well-being had a fully mediator role with regard to relationships emotional, exhaustion and negative perfectionism between positive perfection and emotional exhaustion. Individuals are affected by face book. It was in 2014, when Naemi et al investigated. Its possible effects mostly on ledonic well-being without focusing on individuals fully function of psychological well-being. The results of investigation showed that its effects were both positive and negative. It was found that connectivity and organizing events on Facebook had a positive effect on association with psychological well- being whereas information seeking has negative association with psychological well-being . In 2014 studies were done by chan regarding the correlations of internet use and psychological well-being and that produced mixed results.

A latent profile analysis is used in present study to distinguish among populations, in terms of psychological well-being, profiles, than it uses a multinomial logistic regression to determine how each latent psychological well-being profile is predicted by online entertainment, social use and problematic use of internet and gender. The results indicated few things which are as under

1. There was no relationship between psychological well-being and online entertainment and gender.

2. Greater problematic internet use (PIU) enhanced the likelihood of disvantageous PW and it reduces the probability of good psychological well-being.

3. The person also use the online resources to a greater extent for the social propose were related to increased probability of individual being in a healthy or

good psychological well-being groups, but was not linked or associated with some psychological well-being problems.

In 2013 the relationship between psychology well-being and intrinsic/extrinsic quest religious orientation was examined by Efareia et al. the analysis showed the following things:-

1. Except for autonomy, there was an overall positive relationship between intrinsic orientation and the psychological well-being measures.

2. It revealed a negative relationship between extrinsic orientation and autonomy.

3. A negative relationship was reveled between the quest orientation, self-acceptance and propose in life in 2015 Heizome et al, conducted a study in a sample of high school students regarding their happiness and psychological well-being, a much better mental health status was clearly indicated in their students who had good relationships and those who had reported to enjoy attending social events and it was also revealed by the study the students with higher happiness score have a better school performance. So it was clear that happiness is directly associated with psychological well-being and helps in enhancing the school performance.

BEFREINDING

 Making friends means destroying my enemies **Abraham Lincoln**. Befriending is a service in which one feeling isolated, not in contact with others, no friends etc are taken into account, and regular one –to-one basis interaction and friendship is being developed. Creating such an atmosphere in which as much as interaction with others is made possible or even starting with once in a week interaction can make a difference. This support is different from that of day to day support by co-workers. But this support is a kind of moral obligation done to make, one feel a member of a group and not aloof for the betterment of one's life.

As the concept of Befriending is defined by **Charles worth et al. (2008)** as "a subordinate member is made know to the one who is feeling socially withdrawn". Befriending is merely different from that of normal friendship even if it is having many things in common, notably; it is a formulated assistance in which a well trained persons (who will provide befriending) will select the members who are matching in different aspects and are interested to befriend with others will be encouraged to interact and understand one another and are supervised by befriender. Befriending assistance is provided to all sections of human race that are feeling socially isolated by their activities of daily life, financial deprivation, deficits or impairments in physical and sensory organs, chronic health problems, old age, failure in carrier or workplace conflicts etc. usually this service is provided by face to face interaction, telephonic conversation, mailing or by other means of connectivity. This temporary sport is provided unless a befriendee chooses to close the session. We sometimes take befriending equitably with that of mentoring. However,

McGowan, Saintas and Gill (2009) said that this relationship or contact is different in terms of nature and goals: as the aim of mentoring is to somehow improve the standard of living by making him more employable contrary to this befriending does not involve such contracts. A temporary friendship given to enhance the quality of workplace performance, better psychological wellbeing and to resist one, not feeling isolated. The short term support is given to fill the gap and to provide listening ears, the opportunities of being respected, believe in them and developing the trust on one another. The time spent on befriending depends upon the intensity of loneliness of an individual and the volunteer will devote his time to delimit the social interaction and allied sufferings. Sharing of daily activities like taking tea with one another, going for walk, swimming etc will develop trust and rapport. By doing this, we will be able to control future bustles and will decrease the ratio of loneliness which intern will increase the potential of performance at workplace and good psychological wellbeing. Thus the service is provided to those socially isolated people.

As there are many ways of doing befriending and had been investigated by a number of studies. One of study conducted by **Cattan, Kime and Bagnall (2011)** reveals importance of telephonic conversation and its limitations as the people with low confidence level showed great effect of telephonic conversation and were able to discuss their matters on phone, rather by face to face interaction. Hence, this worked as a gateway to express themselves which intern reduces the degree of their inner and outer conflicts as well as generated good communication skills. Lester et al.'s study showed that the befriending participants were self- determined and were showing good command over things like decision making, concept of relationship etc for example when to end the conversation

and how to talk with the people of different walks of life. A study conducted by **Cant and Taket (2005)** on telephonic befriending also showed that this type of approach was highly efficient as further debriefing they find out that, when they were unable to proceed with face to face befriending on their centers because in the evening feelings of isolation among their participants increased. They also claim of feeling withdrawn at the times when there is no one to talk with**. Cattan, Kime and Bagnall** showed that the participants were comfortable with the interaction with befriender but were more curious to broaden the horizons of relationship by face- to- face interaction. Thus this form of technique helps one to debrief

CHAPTER II

REVIEW OF LITERAURE

REVIEW OF LITERATURE

Satisfaction in life can be significantly determined by Loneliness of a person, and the quality of life is adversely affected by it. (**Savikko et al., 2005). Civitci and Civitci (2009: 957)** reveal that the entire cognitive assessment and one's life can define the relationship between loneliness and life satisfaction. As per the study, as loneliness decreases general life satisfaction increases and it also describes that better relationships are developed by the positive judgments and assessments of a person which ensures the less loneliness of an individual.

Another study showed that life satisfaction is negatively affected by loneliness **(Mellor et al., 2008)** While studying adolescents, **Neto (1992)** stated that society is important factor which determines the loneliness of a person, by showing acceptance or rejection towards a person. Even it has been shown that one with high social acceptance and low social anxiety has low state of loneliness.

The study of **B Borsari, 2006** on college students done on 469 reveals that isolated students relate themselves more on negative side, pessimistic, and low on forming new relationship, impairment in social communication, considering people around them to be more externalized, they expect that people will treat them negatively. Some evidence shows significant deviation in gender in loneliness.

The study carried out by **Lina L. lim and Ee heok kua 2011** on psychological well-being in Singapore showed that loneliness paves way to several problems like symptoms of depression and was also stated that loneliness is the indicater if one is low on psychological well-bieng

A research study conducted by **Okpara et al (2005)** at the brain track university, stated that gender inequality in terms of commitment towards job among members of university is as such the male workers are not pleased by the pay scale, status promotion and hence less satisfied with their job. While as female workers are more concerned with the better relationship with co-workers. Thus study reveals that status in any organization is contributing factor in explaining job commitment.

A study conducted in Faisalabad Pakistan by **Latif. K et, al** reported about the satisfaction of job among teachers of public and private colleges showed that there exists significant difference between both when it comes to satisfaction from job. It further defines the areas of satisfaction separately in both public and private colleges such as educational achievement, security of job, pay scale, work nature, opportunity to get promotion and the congruence between departmental work and family life in case of former and are contrary to later.

Arbaaz at al.,(2015) conducted study to investigate the level of job satisfaction and work commitment among public and private agencies of Kashmir, on 60 people from both private and government agencies. They used tools like job satisfaction scale and work commitment scale. The study revealed that work commitment was found higher in government sector as compared to private sector.

A study conducted by **Suki (2011)** on the workplace commitment and job satisfaction revealed that gender does not affect either of the two hence an employee's satisfaction from job and commitment towards work are less likely or not related with gender respectively.

This study is about the effect of loneliness in the workplace on employee's organizational commitment. Within this study, the two dimensional concept of workplace loneliness and three dimensional concept of organizational commitment were evaluated in the five-star hotel in did district. In this study 156 questionnaires were collected and as result of correlation and regression analyses, it was seen that organizational commitment is negatively affected by workplace loneliness. This study focused on two dimensions, first it was stated that only social relationship negatively affect the affective and better commitment and on the other hand, it shows insignificant effect of emotional deprivation and loneliness of an employee in the workplace on job and organizational commitment.

Loneliness is becoming a matter of concern, as in the present era of revolution most of the things are getting changed, be it social values and structure, globalization and industrialization, norms and rituals etc, loneliness is becoming more prominent and effects the wellbeing of a person. The study was conducted to investigate the link between loneliness and well-being among students of high school. In this study of 90 samples, measured by two different scales of UCLA loneliness scale and Manifestation Measure Scale for loneliness and wellbeing respectively. By using a statistical technique of Pearson correlation we came to know that there is significant negative relationship between loneliness and well-being and also it was showed that few domains of wellbeing like happiness, self esteem, cognitive balance and sociability were also having significantly negative relation with loneliness. No gender differences except sociability dimension of well-being, which showed girls on higher side of sociability than boys. The study emphasis on intervention so as to minimize the degree of loneliness among people..

Personality is considered as the reason for loneliness even some importance is given to environment. The aim of this study is to explore the concept of loneliness in workplace, with much stress given to its development in the context of workplace. A scale with 16 items was devised and was used on the sample size of 514 workers of different organizations. The two main areas focused under this study were social companionship and deprivation of emotions. It was hypothesized that individual characteristics, support for society, job profile and emotions of a person are having effect on the loneliness, which will automatically have impact on the wellbeing of a person. This study also shows the impact of environment on loneliness, such as, fear and satisfaction in job.

Liu et al., (2010) Satisfaction in job is affected by loneliness. There exists negative correlation between intention to leave and job satisfaction. This indicates that workers with high level of satisfaction in their job less likely have an intention to leave and workers with low level of satisfaction in their job are at high risk of intention to leave their job

SCOPE OF THE STUDY

As this topic of research is new and requires a lot of efforts to make awareness among people about the importance of befriending. The technique of befriending is quite beneficial for reducing the loneliness and other psychological disturbances like depression, stress etc and on the other hand will be supportive in the betterment of life. Thus the need of hour is to make awareness about this technique of befriending which can be done with limited financial resources.

CHAPTER III

RESEARCH

METHODOLOGY

Sampling

In this study, the total number of sample used was 20 divided in two groups experimental group (10) and control group (10) and the technique which was used is Descriptive sampling with comparatively no significance to a specific gender. Data collection process was done in Jalandhar Punjab, as the population includes sample units from different states of India, working in different job profiles.

Tools

UCLA (University of California, Los Angeles) Scale of loneliness a 20 items scale developed in 1978 by Russell, D et al.

Ryff's scale of psychological well-being developed by Carol D. Ryff and Corey Lee M. Keye a 42 item scale measuring psychological wellbeing in six different dimensions.

Organization commitment scale developed by Upender Dhar, et al which is 8 item scale.

Statistical Techniques

Data used to analyze by using following statistical techniques;

Paired comparison t-test

Regression

Objectives

1. To investigate the effect of befriending on workplace loneliness.

2. To investigate the effect of befriending on psychological wellbeing.

3. To investigate the effect of befriending on job commitment.

4. To find out the effect of workplace loneliness on job commitment.

5. To find out the effect of workplace loneliness on psychological well-being.

HYPOTHESES

1. There is no effect of befriending on workplace loneliness

2. There is no effect of befriending on wellbeing.

3. There is no effect of befriending on job commitment.

4. Workplace loneliness is not significant predictor of psychological well-being.

5. Workplace loneliness is not significantly predictor organizational commitment.

CHAPTER IV

RESULT AND DISSCUSSION

TABLE 1: shows the score of work place loneliness of experimental group before and after befriending.

Paired Samples Statistics					
		Mean	N	Std. Deviation	
Pair 1	L1	51.6	10	8.002777	
	L2	42.1	10	7.665942	

Paired Samples Test							T	Df	Sig. (2-tailed)
		Paired Differences							
					Lower	Upper			
Pair 1	L1 - L2	9.5	3.27448	1.035482	7.157578	11.84242	9.174475	9	.000

The above showed table reveals that there is significant difference in work place loneliness of an experimental group, because the significance value is **(< .05)**. Here we reject the hypothesis **1** (one) which states that there is no effect of befriending on workplace loneliness. From the mean of both pre and post scores of experimental group values we can state that there is a decrease in thsi loneliness after befriending.

TABLE 2: shows the score of organizational commitment of experimental group before and after befriending.

Paired Samples Statistics					
		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	O1	20.6	10	2.1187	0.669
	O2	21.4	10	2.75681	.871

Paired Samples Test								T	Df	Sig. (2-tailed)
		Paired Differences								
						Lower	Upper			
Pair 1	O1 - O2	-0.8	3.32666	1.051982		-3.17975	-1.579749	-0.76047	9	.466

The above showed table reveals that there is no significant difference in organizational commitment of an experimental group after befriending because the significance value is **(>.05).** Here we accept the hypothesis 2nd which states that there is no effect of befriending on organizational commitment. From the means of both pre and post scores of experimental group values we can state that scores are not much deviated in pre and post values of work place or organizational commitment.

TABLE 3: shows the score of psychological wellbeing of experimental group before and after befriending.

Paired Samples Statistics					
		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	PW1	121.6	10	10.88526	3.442
	PW2	132.4	10	9.359487	2.959

Paired Samples Test								T	Df	Sig. (2-tailed)
		Paired Differences								
						Lower	Upper			
Pair 1	PW1 - PW2	-10.8	5.51362	1.74356	-14.7442	-6.85579	-6.19422	9	.000

Table no. 3 reveals that there is significant difference in psychological well being of an experimental group after befriending because the significance value is **(<.05).** Here we reject the hypothesis 3nd which states that there is no effect of befriending

on psychological wellbeing. From the means of both pre and post scores of experimental group we can state that scores are deviated in pre and post of scores of psychological wellbeing.

TABLE 4: shows the pre and post scores of workplace loneliness of control group.

Paired Samples Statistics					
		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	CL1	57.7	10	5.375872	1.700
	CL2	53.2	10	6.460134	2.042

Paired Samples Test								T	Df	Sig. (2-tailed)
		Paired Differences								
						Lower	Upper			
Pair 1	CL1 - CL2	4.5		5.582711	1.765408	0.506369	8.493631	2.548985	9	.031

Table no.4 reveals that there is significant difference in workplace loneliness of a control group because the significance value is **(<.05).** Where no befriending was given to the participants. This may be because of any other factor.

TABLE 5: shows the pre and post scores of organizational commitment of control group.

Paired Samples Statistics		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	CO1	21	10	1.563472	.494
	CO2	20.8	10	1.75119	.553

Paired Samples Test							T	Df	Sig. (2-tailed)
		Paired Differences							
					Lower	Upper			
Pair 1	CO1 - CO2	0.2	1.1352 92	0.3590 11	- 0.61214	1.01213 9	0.55708 6	9	.591

Table no. 5 reveals that there is no significant difference in organizational commitment in participants of control group because the significance value is **(>.05).** where no befriending was given to the participants and is also stated by the mean scores of the organizational commitment in control group which does not deviate much as the means values are 21 and 20.8 for pre and post respectively.

TABLE 6: shows the pre and post scores of psychological well being of control group.

Paired Samples Statistics		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	CPW1	128.3	10	10.75019	3.399
	CPW2	126.9	10	9.267026	2.930

Paired Samples Test							T	Df	Sig. (2-tailed)
		Paired Differences							
					Lower	Upper			
Pair 1	CPW1 - CPW2	1.4	2.951459	0.933333	-0.71135	3.511347	1.5	9	.168

Table no. 6 reveals that there is no significant difference in psychological well being in participants of control group because the significance value is **(>.05).** where no befriending was given to the participants and is also stated by the mean scores of the organizational commitment in control group which does not deviate much as the means values are 128.3 and 126.9 for pre and post respectively.

STATISTICAL TECHNIQUE NO.2

REGRESSION

Model Summary 1 : Workplace Loneliness and Organizational commitment

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.265[a]	.070	.019	1.80674

The R and R^2 values given in the table shows that R is showing the simple correlation which is .265 indicates week correlation. The R^2 value shows expected variation in the independent variable which is 7% due to dependent variable, which is very low.

ANOVA

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	4.443	1	4.443	1.361	.259[a]
	Residual	58.757	18	3.264		
	Total	63.200	19			

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	24.402	3.114		7.836	.000
	Loneliness	-.066	.057	-.265	-1.167	.259

Summary model 1 shows that, if Workplace Loneliness predicts organizational commitment. The data shows an R value- 0.265 and r^2 value is 0.070, which is not statistically significant (P>0.05). Thus, it can be said that Workplace loneliness isn't a predictor of organizational commitment.

Model Summary 2: Workplace Loneliness and Psychological Well-being

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.541[a]	.293	.254	1.57542

The R and R^2 values given in the table shows that R is showing the simple correlation which is .541 indicates moderate correlation. The R^2 value shows expected variation in the independent variable which is 29% due to dependent variable, which is not extreme low.

ANOVA

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	18.525	1	18.525	7.464	.014[a]
	Residual	44.675	18	2.482		
	Total	63.200	19			

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.661	4.092		2.361	.030
	Psychological Well being	.089	.033	.541	2.732	.014

Summary model 2 shows that, if Workplace Loneliness predicts psychological well being. The data shows an R value- .541 and r^2 value is .293, which is statistically significant (P<0.05). Thus, it can be said that Workplace loneliness is a predictor of psychological well-being.

CHAPTER V

CONCLUSION

As this experimental study is about the effect of workplace loneliness on psychological well-being and job commitment and the potential role of befriending revealed very significant results about how these variables are linked with one another and how much they are affecting one another. In this experimental study the findings were validated by including both experimental group and control group which was further examined by pre and post study. As shown by the findings of present study it was examined that there is significant difference in work place loneliness and psychological well-being of experimental group, as the significance value is **(p< .05)** in both workplace loneliness and psychological well-being. While, it was found that befriending does not have effect on organizational commitment (p=.466) of an individual. As in case of control group no difference was found in psychological well-being and organizational commitment in both pre and post examination but a slight decrease in workplace loneliness was also found in control group. Which means that there can be the role of other factors which are responsible for changing the psychological state of mind such as loneliness, psychological well- being and job commitment. There are factors like, time, laborious work, situation and stress at workplace, relationship with co-workers at different periods of time. Ones family environment, social support, psychological and physiological state are the key factors to determine the degree of these variable. The technique used in this experimental study was befriending which was found to have great influence on these variables. As people these days are more technological oriented and more indulged in activities of daily life hence it seems difficult for them to devote time for others which intern results in the isolation of an individual. Thus, as ones personality is the bunch of multiple factors in which loneliness is significant and is having its intern effect on overall personality of an individual. When one is isolated and socially withdrawn it generally affects most of the domains' of one life like social relationship and importantly ones one state of mind. Thus, when one is not good on psychological wellbeing it will have its effect on the general productivity as a whole, be it the student's academic life, one organizational work or day-to-day dealings. Further through research we find out other important factors which improve or enhances psychological well- being and reduces the loneliness respectively. The study also revealed that workplace loneliness is having effect on psychological wellbeing. where (p= .014) and the percentage of deviation due to workplace loneliness

was found 29% while in case of organizational commitment workplace loneliness was not effecting much and the change it could bring is 7% . Hence, we can conclude that befriending is good technique to reduce loneliness among people, which is now-a-days more seen particularly in old age, life after divorce, academic and business failure, relationship problems, family and social factors are the main to determine loneliness of an individual. This technique is used in developed countries in various organizations under trained mentors such as, old age homes, marriage counseling centers, security force etc and was seen to have significant influence in reducing loneliness and developing better relationship among socially isolated people as a whole.

LIMITATIONS

The limitation of present study ware;

- Sample size was less in number because of limited time it was difficult to provide befriending to large sample.

- People were not willing to take part in this process as the technique of befriending is new and are not aware about the benefits of it.

CHAPTER VI

REFERENCES

REFERENCES

Armsden, G. C., & Greenberg, M. T. (1987). The inventory of parent and peer
    attachment: Individuaand their relationship to psychological well-being in
    adolescence. *Journal of youth and adolescence, 16, 427-454.*

Arslantaş, H., Adana, F., Ergin, F. A., Kayar, D., & Acar, G. (2015). Loneliness in
    elderly people, associated factors and its correlation with quality of life: A field
    study from Western Turkey. *Iranian journal of public health, 44, 43.*

Bar-On, R. (1988). The development of a concept of psychological well-being.

Booth, R. (1983). Toward an understanding of loneliness. Social Work, 28,116-119.

Brown, K. W., & Ryan, R. M. (2003). The benefits of being present: mindfulness and its
    role in psychological well-being. *Journal of personality and social
    psychology, 84, 822.*

Cacioppo, J. T., Hawkley, L. C., Crawford, L. E., Ernst, J. M., Burleson, M. H.,
Kowalewski, R. B., ... & Berntson, G. G. (2002). Loneliness and health: Potential
mechanisms. Psychosomatic Medicine, 64, 407-417.

Chen, Y., Hicks, A., & While, A. E. (2014). Loneliness and social support of older
    people living alone in a county of Shanghai, China. Health & social care in the
    community, 22, 429-438.

Erfani, S. S., Blount, Y., & Abedin, B. (2016). The influence of health-specific social

network site use on the psychological well-being of cancer-affected people

Journal of the American Medical Informatics Association, 23, 467-476..

Heinrich, L. M., & Gullone, E. (2006). The clinical significance of loneliness: A
literature review. Clinical psychology review, 26, 695-718.

Holt-Lunstad, J., Smith, T. B., Baker, M., Harris, T., & Stephenson, D. (2015).
Loneliness and social isolation as risk factors for mortality a meta-analytic
review. Perspectives on Psychological Science, 10, 227-237.

Koc, Z. (2012). Determination of older people's level of loneliness. *Journal of clinical*

nursing, 21, 3037-3046.

Luo, Y., Hawkley, L. C., Waite, L. J., & Cacioppo, J. T. (2012). Loneliness, health, and
mortality in old age: A national longitudinal study. Social science & medicine, 74, 907-
914.

Phillips, L. R. S. (2013). The relationship between psychological well-being and physical

activity: The impact of measurement.

Ponsoda, V., & Hontangas, P. (2013). Segunda evaluación de tests editados en

España. Papeles del Psicólogo.

Rubin, A. M., Perse, E. M., & Powell, R. A. (1985). Loneliness, parasocial interaction,
and local television news viewing. Human Communication Research, 12, 155-180.

Russell, D. W. (1996). UCLA Loneliness Scale (Version 3): Reliability, validity, and factor structure. *Journal of personality assessment, 66, 20-40.*

Ryan, R. M., & Deci, E. L. (2001). On happiness and human potentials: A review of research on hedonic and eudaimonic well-being. Annual review of psychology, 52, 141-166.

Ryff, C. D. (1989). Happiness is everything, or is it? Explorations on the meaning of psychological well-being. *Journal of personality and social psychology, 57, 1069.*

Ryff, C. D. (1995). Psychological well-being in adult life. Current directions in psychological science, 4, 99-104.

Ryff, C. D., & Keyes, C. L. M. (1995). The structure of psychological well-being revisited. Journal *of personality and social psychology, 69, 719.*

Ryff, C. D., & Singer, B. (1996). Psychological well-being: Meaning, measurement, and implications for psychotherapy research. Psychotherapy and psychosomatics, 65, 14-23.

Ryff, C. D., & Singer, B. H. (2013). Know thyself and become what you are: A eudaimonic approach to psychological well-being. In The exploration of happiness (pp. 97). Springer Netherlands.

Ulrich, R. S. (1979). Visual landscapes and psychological well-being. Landscape research, 4, 17-23.

Yildiz, M. A. (2016). Multiple Mediation of Emotion Regulation Strategies in the Relationship between Loneliness and Positivity in Adolescents. Egitim ve Bilim, 41(186).

Zika, S., & Chamberlain, K. (1992). On the relation between meaning in life and psychological well-being. *British journal of psychology, 83(1), 133-145*.

APPENDIX

UCLA (University of California, Los Angeles) SCALE OF LONELINESS

Statement	Never	Rarely	Sometimes	Often
1. I feel in tune with the people around me	1	2	3	4
2. I lack companionship	1	2	3	4
3. There is no one I can turn to	1	2	3	4
4. I do not feel alone	1	2	3	4
5. I feel part of a group of friends	1	2	3	4
6. I have a lot in common with the people around me	1	2	3	4
7. I am no longer close to anyone	1	2	3	4
8. My interests and ideas are not shared by those around me	1	2	3	4
9. I am an outgoing person	1	2	3	4
10. There arc people I feel close to	1	2	3	4
11. I feel left out	1	2	3	4
12. My social relationships arc superficial	1	2	3	4
13. No one really knows me well	1	2	3	4
14. I feel isolated from others	1	2	3	4
15. I can find companionship when I want it	1	2	3	4
16. There are people who really understand me	1	2	3	4
17. I am unhappy being so withdrawn	1	2	3	4
18. People are around me but not with me	1	2	3	4
19. There are people I can talk to	1	2	3	4
20. There are people I can turn to	1	2	3	4

RYFF' PSYCHOLOGICAL WELL-BEING SCALE

1. I am not afraid to voice my opinions, even when they are in opposition to the opinions of most people. 1 2 3 4 5 6
2. In general, I feel I am in charge of the situation in which I live. 1 2 3 4 5 6

3. I am not interested in activities that will expand my horizons. 1 2 3 4 5 6

4. Most people see me as loving and affectionate. 1 2 3 4 5 6

5. I live life one day at a time and don't really think about the future. 1 2 3 4 5 6

6. When I look at the story of my life, I am pleased with how things have turned out. 1 2 3 4 5 6

7. My decisions are not usually influenced by what everyone else is doing. 1 2 3 4 5 6

8. The demands of everyday life often get me down. 1 2 3 4 5 6

9. I think it is important to have new experiences that challenge how you think about yourself and the world. 1 2 3 4 5 6

10. Maintaining close relationships has been difficult and frustrating for me. 1 2 3 4 5 6

11. I have a sense of direction and purpose in life. 1 2 3 4 5 6

12. In general, I feel confident and positive about myself. 1 2 3 4 5 6

13. I tend to worry about what other people think of me. 1 2 3 4 5 6

14. I do not fit very well with the people and the community around me. 1 2 3 4 5 6

15. When I think about it, I haven't really improved much as a person over the years. 1 2 3 4 5 6

16. I often feel lonely because I have few close friends with whom to share my concerns. 1 2 3 4 5 6

17. My daily activities often seem trivial and unimportant to me. 1 2 3 4 5 6

18. I feel like many of the people I know have gotten more out of life than I have. 1 2 3 4 5 6

19. I tend to be influenced by people with strong opinions. 1 2 3 4 5 6

20. I am quite good at managing the many responsibilities of my daily life. 1 2 3 4 5 6

21. I have the sense that I have developed a lot as a person over time. 1 2 3 4 5 6

22. I enjoy personal and mutual conversations with family members or friends. 1 2 3 4 5 6

23. I don't have a good sense of what it is I'm trying to accomplish in life. 1 2 3 4 5 6

24. I like most aspects of my personality. 1 2 3 4 5 6

25. I have confidence in my opinions, even if they are contrary to the general consensus. 1 2 3 4 5 6

26. I often feel overwhelmed by my responsibilities 1 2 3 4 5 6

27. I do not enjoy being in new situations that require me to change my old familiar ways of doing things. 1 2 3 4 5 6

28. People would describe me as a giving person, willing to share my time with others. 1 2 3 4 5 6

29. I enjoy making plans for the future and working to make them a reality. 1 2 3 4 5 6

30. In many ways, I feel disappointed about my achievements in life. 1 2 3 4 5 6

31. It's difficult for me to voice my own opinions on controversial matters. 1 2 3 4 5 6

32. I have difficulty arranging my life in a way that is satisfying to me. 1 2 3 4 5 6

33. For me, life has been a continuous process of learning, changing, and growth. 1 2 3 4 5 6

34. I have not experienced many warm and trusting relationships with others. 1 2 3 4 5 6

35. Some people wander aimlessly through life, but I am not one of them 1 2 3 4 5 6

36. My attitude about myself is probably not as positive as most people feel about themselves. 1 2 3 4 5 6

37. I judge myself by what I think is important, not by the values of what others think is important. 1 2 3 4 5 6

38. I have been able to build a home and a lifestyle for myself that is much to my liking. 1 2 3 4 5 6

39. I gave up trying to make big improvements or changes in my life a long time ago. 1 2 3 4 5 6

40. I know that I can trust my friends, and they know they can trust me. 1 2 3 4 5 6

41. I sometimes feel as if I've done all there is to do in life. 1 2 3 4 5 6

42. When I compare myself to friends and acquaintances, it makes me feel good about who I am. 1 2 3 4 5 6