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PREDICTION OF JOB STRESS BASED ON COGNITIVE DISTORTIONS AMONG EMPLOYEES IN INDUSTRY, MINE AND TRADE ORGANIZATION IN HAMADAN PROVINCE

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ABSTRACT

The purpose of this study was to predict job stress among employees based on cognitive distortions. In this correlational research, the numbers of 150 employees have been selected from the industry, mining and commerce organization in Hamadan province by using simple random sampling in 2014. For data collection the questionnaires and cognitive distortions Beck and Weissman (1978) and job stress Rice (1992) have been used. Data were analyzed using Pearson correlation coefficient and multiple regressions tests. The results showed that there were significant positive relationships among cognitive distortions, ignoring positive, hasty conclusion, personalization and job stresses. In addition, the results showed that it could be possible to predict the job stress among employees by cognitive, ignoring the positive, hasty conclusions and personalization.

Keywords: *Job Stress, Cognitive Distortions, Employees*

INTRODUCTION

Psycho-somatic stress or pressure condition caused by the inability of people to respond to the aspirations of competing with the normal procedures to endanger their life. In psychology, stress means the mental stress and pressure. Stress reactions of the body threatened mind and body chemicals against the event which caused fear, excitement, embarrassed or being angry (Asgarian, 1999). Selye, quotes Hockenbury, (2007), defines Stress and pressure causing, "mental pressure (stress) is a physiological response to any demand from its internal consistency or physical and stress (stressors) includes mental or physical compatibility of all demands of the body." Sources of Stress were classified into two basic groups: 1) psychological pressure and 2) life events. Psychological stressors cause such stresses due to the effects of psychological stress in a person's psychological stress. That is divided into three categories of frustration, a feeling of pressure or coercion and conflict.

The events of life, including the causes of tension and frustration in people. Stress factors are involved in different aspects of life. These factors can be found in one's environment (such as various events of life events, mortality, air strikes) Or the internal and personal aspects (eg, conflicts, failures, shortcomings, and so on) and the third group is that only the domain of individual stressors but it is related to his career, classified under the pressure of the job, such as relationships in the workplace, mismanagement, discrimination, working conditions. Job stress is a phenomenon of the current acute issues of labor organizations that physical and mental health is endangered. Some experts called the occupational stress as a common disease in century and perhaps the truth of our age is the age of stress and stress purser. Job stress can be defined as the harmful physical and emotional responses, and occurs when the job requirements or capabilities does not match the needs of employees.

Also Job Stress is as interaction between work, personal characteristics, working conditions and pressures associated with it (Altmaier and Randall, 1998). These stressors are certainly growing complexity of organizations and will increase the development of techniques, tools, and other aspects of the organization in the absence of proper planning. However, stress has several effects on the performance and activities of the organization. Studies have shown that three-quarters of workers have high job stress in United States.

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In Japan, 70 percent of workers are experiencing stress (Kenzo, 2009). Niknami (1997) classified job stress causes in these groups as follows:

1) Characteristics, attributes and personal problems, 2) the events, unexpected and unforeseen changes, 3) Lack of clear definition of roles and missions, 4) lack of information that are necessary for the role, 5) policies and organizational structure, 6) the expectations and demands of superiors, 7) instability in the economic system and facilities. The internal and external stress factors are involved in causing stress such as cognition. Santrock (2003, as quoted by Zare *et al.*, 2007) stated the 1950s and 1960s; behaviorism was the dominant force in psychology. In that decades that psychologists gradually found that human behavior cannot be understood without reference to mental processes.

Since then it has gradually tried to change the terms of mental processes involved in such a way that can be discussed with the scientific method. One of these words is recognition. Knowing is all mental activities that they perform with the brain that thought is one of them. Knowing is the information processing and manipulate information in the remembering, thinking and knowing way. Greek philosopher named Epictetus said "What upset us are not the bad events of life but we're disappointed by our thoughts." In some cases, recognition the people is flawed and distorted and in many cases, cognition and negative thoughts are the cause of mental disorders.

When happens something bad, our thoughts are such as: "it's my fault," "I am unlucky," and we begin to blame ourselves. Cognitive distortions were first raised in 1960 by Beck. Beck's cognitive distortions in theory include the irrational beliefs that come to mind automatically and cause to see ourselves as a victim instead of fighter. So life's problems, dissatisfaction and discomfort make us more upset. Beck argued that the source of negative thinking in depression feedback (assumptions) is related to childhood and subsequent cycles that are formed. If the failure in his affairs and activities is based on his idea with the assumption that "To feel valued must be well in my activity.", and his great failures of interpretation that would lead to negative automatic thoughts, this type of thinking will reduce mood and lowering the mood increases the likelihood of negative automatic thoughts (Hawton *et al.*, 1989, translation Ghasemzadeh, 1996).

Beck, in his early work about depression said several important cognitive distortions that can be effective on thinking process in depressed people. Then also paid to other psychological problems such as anxiety disorders. It was later revealed this distortion, not only in depression but also involved in many of the worries and other mental illnesses (Todd and Bohart, 1999; translated Fyruzbkht, 1990). Grohol, (2013), Letafati (2008), Yunusi (2003; quoted by Beck *et al.*, 1985): have named a number of cognitive distortions: 1- dichotomous thinking, 2- overgeneralization, 3- personalization, 4- emotional reasoning, 5- negative labeling, 6- selective abstraction, 7- arbitrary inference, 8- Zooming in and out, 9- Ignoring positive thing, 10- The words "with must".

Cognitive distortions are destructive Schemas that affect individuals' behavior during lifetime and people ensconced in their interpersonal strategies. One of the aspects of social life is presence and employment in various organizations and job positions. Because mental Schemas are always effective on their behavior this cognitive distortions will be affected in the behavior and actions of the organization and interaction with co-workers, supervisors and customers.

A number of psychologists studied about the role and involvement distorted in some psychiatric disorders. Khanjani *et al.*, (2012), One study examined the role of distortions in social phobia. Results showed orientation about people with social phobia is more than normal people. Also Ebrahimi *et al.*, (2011) observed in this study that there was a significant relationship between cognitive vulnerability and marital relations. Today, stress is one of the problems of human beings. Understanding the causes of this problem and presents the results to Wald and solutions for the prevention and treatment has attracted a lot of people's minds. Occupational stress is necessary for two reasons: First, the failure to address the institutional pressures can be an organization's human resources bring large losses and negative economic consequences such as reduced production. Second, if the organizational pressures to be properly recognized and guide with prudence and supervision, could improved employees performance and satisfaction and thus increase their efficiency in the organization.

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Psychological consequences will follow a direct effect on the organization. Behavioral symptoms of stress are as a change in the production, absenteeism and staff mobility, as well as a change to increase in tobacco use, poor sleep, speed and unrest in speaking or agonize emerges. Organizational pressure on staff and the signs of physiological stress symptoms and mental symptoms and especially in behavior of employees reduce employees' performance. Poor quality of work, productivity drop in workers and the managers can be occupational stress for making false decision or disturb the working relationships with others because of anger and conflict.

Stepping down is also the most important species that is the result of psychological pressure such as absenteeism and resignation. People who have a hard time dealing with stress at work, more likely to think get sick or to find a better organization to leave their organizations. Stress can have other consequences. For example, it is possible to forget your schedules and longer time spent eating, or may engage in psychological withdrawal and be oblivious to the job and the organization. A person may be present on time and regularly on their work, but be oblivious of the job and the organization (Morehead, Griffin, 1998; translation Alwan and Memarzade, 1995).

Results of one study in the United States revealed that nearly 10% of GDP costs were caused by stress (Syrtineer and Khaqanyzadh, 2003). Randall and Altmair (1998) reported that stress is directly related to job satisfaction and performance and is one of the factors affecting the health and safety of people. Finally, compensation and costs related to workplace stress causes disease and complications from administrator attention and researchers and is an important issue.

So the present research examines the relationship between job stress, cognitive distortions of employees in industry, mine and commerce organizations in Hamedan province to answer this question that can cognitive distortions predict and explain by the job stress?

MATERIALS AND METHODS

Method

This study is a descriptive - analytic cross-sectional studies. The population of this research includes employees of industry, mine and commerce organization in Hamedan province in 2014. The numbers of subjects were 251 and based on Cochran formula, the sample size was estimated to 150. Sampling method was random too.

Data collected due to questionnaires and were analyzed as follows:

1- Test for cognitive distortions: - cognitive distortions Scale Beck's and Vaysmen, Based on Beck's cognitive theory in 1978 and to identify the assumptions that are made in infrastructure, with particular demographic characteristics thoughts. The questionnaire contains 20 phrase that every 2 phrases measure one of the components of cognitive distortion. Phrases are measured in order to distort number (1) (thinking nothing or everything), Distorted number (2) (extended exaggeration) distorted number (3) (a mental filter); distorted number (4) (ignoring the positive thing); distorted number (5) (concluding hastily), wrong mind reading and thinking is prediction, distorted number 6 (make large and small matter) distorted number (7) (emotional reasoning) distorted number (8) Phrases (to be better), distorted number 9 (labeling) and distorted number (10) (personalization).

After the distribution among the participants and provide an explanation on how to respond to them by the researcher. Subjects believe their attitude about each question on a scale that determines the complete agreement to complete disagreement. After collecting the questionnaires, the researchers compared the test scoring of each answer to this form of action that a score from 1 to 5 means strongly disagree to strongly agree. Of course about questions, 1, 3, 11, 13, 15, 16 and 20 is contrary to other cases. The point will be from 20 to 100. According to research carried out between 38 to 48 average scores obtained is related to healthy individuals and higher scores indicate vulnerability to depression and approve the removal of cognitive distortions in people.

The researchers collected data by this tool using independent t test to compare gender of men and women (mean age 25.8). And to determine the internal consistency Cronbach's alpha test was used. The resulting alpha coefficient equal to 0.8 standard, which can be concluded that has a good homology. The reliability

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of the test, Butler and *et al.*, (2006), reported 0.87, Also Rice and Dello (2001) in one research, reported the validity of test 0.86. All research was conducted, have been reported the reliability of this scale. Evaluations of cognitive distortions using Cronbach's alpha reliability coefficient of alpha 0.86 and coefficients in the separation of the components are as follows.

Table 1: The reliability of the components of cognitive distortions

Reliability	Components of cognitive distortions	No.
0.87	Thinking all or nothing	1
0.85	Exaggerated extended	2
0.83	Mental filter	3
0.80	Ignoring the positive thing	4
0.82	hastily conclusion	5
0.81	Macroscopic and microscopic	6
0.84	emotional reasoning	7
0.80	Must-better	8
0.84	Labeling	9
0.79	Personalization	10

2. Job Stress Scale Philip L. Rice: Job Stress Scale Philip L. Rice (1992) has 57 items that give us information about the stress. This scale by Hatami (1998) translated and validated. This questionnaire consists of three subscales: interpersonal relationships, physical health and occupational interests. The initial sentences questionnaire to assess problems in interpersonal relationships and satisfaction or job dissatisfaction has been developed. Then consider physical conditions which are daily tiredness and the third part of the questionnaire are devoted to career interests. This test has no time limit, but most participants finished it for 30 minutes. This test is scored on a 5 point Likert scale for (1 = never, 2 = rarely, 3 = sometimes, 4 = often, 5 = most of the time). By using key answer sheets do the final scoring. And job stress score from the total scores obtained, So that low job stress score of 111-91; Scores of 134-117 normal job stress and high job stress score of 167-141. The validity of the questionnaire is 0.92 and for the three subscales listed the relationship between the individual 0.89 and 0.88 respectively of physical and occupational interests and 0.88. Hatami (1998) examined this questionnaire to a sample of 275 people from school teachers. The rate is 0.89 calculated using Cronbach's alpha. A questionnaire was prepared and distributed among the participants after the presentation of an explanation. After collecting them, in addition to the frequency and percentage and graphs, descriptive statistics and central and dispersion parameters in order to test the research hypotheses, Pearson correlation coefficient and multiple regressions were used. Of course, the assumption of normal distribution of data using the Kolmogorov-Smirnov test and linear relationships between variables by charting distribution was performed. Data analysis was performed by using SPSS software.

RESULTS AND DISCUSSION

Results

Survey data include demography information and general profile of subjects such as gender, age, education, job title, job rank and service record showed: 80% of subjects were male and 20% female, 13.3% less than 30 years, 50% between 31 and 40 years, 3.35% of 41 to 50 years and 3.1% over 50 years of age, In terms of education level of workers, the highest frequency of a bachelor's degree with a frequency of 89 peoples (3/59%), then an associate's degree with a frequency of 42 (28%), MS with 15 peoples (10%) and the lowest prevalence of diploma or less and doctoral each one with frequency 2 (3/1%). In terms of job title 136 (7/90%) administrative and 14 (3/9%). In terms of service and job grade, 89 (3/59%) expert, 45 peoples (30%) and expert assistance and lower and 16 (7/10%) were central manager. The situation service records the subjects, 65 (3/43%) less than 10 years, 54 peoples (36%)

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between 10 and 20 years and 31 peoples (7/20%) between 20 and 30 years of service respectively. The results of evaluation research predictor variable (cognitive distortions and its components) are as follows:

Table 2: Describes the cognitive distortions and its ten dimensions between employees

Max	Min	S	\bar{x}	Variable
83	46	8/10	68/05	Cognitive distortions
8	4	1/170	6/73	Thinking nothing or everything
9	5	1/02	6/85	Exaggerated extended
8	3	1/21	6/83	Mental filter
8	3	1/49	6/65	Disregarding the positive thing
9	3	1/57	6/84	hastily conclusion
9	4	1/23	6/44	Macroscopic and microscopic
10	5	0/83	6/43	emotional reasoning
9	5	0/86	7/37	Must-better
8	4	1/07	6/44	Labeling
9	5	0/97	6/82	Personalization

$n=150$

According to Table 2, the average score of cognitive distortions of subjects was 05/68 and the standard deviation was 10.8. Ten aspects of this variable indicate that it should be better with an average of 37/7 and the highest average and standard deviation 0.86, averaging 43.6 and emotional reasoning. 0.83very lowest Standard deviation among the ten dimensions of cognitive distorted number.

The results of these evaluation criterion variables (job stress) of survey subjects are as follows:

Table 3: Described the job stress of employees

Max	Min	S	\bar{x}	Variable
206	113	18.72	160.25	Job stress

According to Table 3 in the variable measuring job stress, respondents' mean score was 25/160 and 72/18 standard deviation. In order to use the Pearson correlation coefficient and stepwise multiple regression analysis to test the hypothesis of the study, initially data were examined. To search for normal distribution of data variables, the Kolmogorov-Smirnov test was used. The results are presented in Table 4.

Table 4: Test the normality of variables

P	Z	variable
0/731	0/688	Cognitive distortions
0/082	1/346	Thinking nothing or everything
0/122	1/250	Exaggerated extended
0/157	1/112	Mental filter
0/295	0/990	Disregarding the positive thing
0/166	1/117	hastily conclusion
0/420	0/824	Macroscopic and microscopic
0/375	0/950	emotional reasoning
0/336	0/995	Must-better
0/113	1/275	Labeling
0/512	0/701	Personalization

The results of Kolmogorov - Smirnov test for normality the hypothesis for study the variables showed that Job stress distribution (731/0 =, P688 / 0Z =), and the dimensions of cognitive distortions; component of nothing or everything (082/0 =, P346 / 1 Z =), exaggerated generalizations (122/0 =, P250 / 1Z =),

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mental filter (157/0 =, P 112 / 1Z =), lack of attention to positive thing (295/0 =, P990 / 0Z =), Hasty Conclusions (166/0 =, P 117 / 1Z =), macroscopic and microscopic (420/0 =, P824 / 0Z =), emotional reasoning (375/0 =, P950 / 0Z =), must, better (336/0 =, P995 / 0Z =), Labeling (113/0 =, P275 / 1Z =) and personalization (512/0 =, 701 / 0Z =) are normally distributed. To examine the relationship between job stress and cognitive distortions the Pearson correlation test was used and the results are presented in Table 5.

Table 5: Relations of cognitive distortions and employee's job stress

PP	R	Criteria variable	Predictor variables
0/612	-0/042	Job stress	Thinking nothing or everything
0/729	0/029		Exaggerated extended
0/946	0/006		Mental filter
0/001**	0/404		Disregarding the positive thing
0/001**	0/361		hastily conclusion
0/511	0/054		Macroscopic and microscopic
0/215	0/102		emotional reasoning
0/667	0/035		Must-better
0/805	0/020		Labeling
0/006**	0/224		Personalization

*n=150, **p<0/01*

Pearson correlation test showed that the cognitive distortions of thinking is (612/0 = P, 042 / 0- = r), Exaggerated generalizations (729/0 = P, 029 / 0r), mental filter (946/0 = P, 006/0 = r), Macroscopic and microscopic (511/0 = P, 054/0 = r), emotional reasoning (215/0 = P, 102/0 = r), must, better (667/0 = P, 035/0 = r), labeling (805/0 = P, 020/0 = r) and there was no significant relationship between job stress of subjects. The Pearson correlation test showed that the cognitive distortions disregarding positive thing (001/0 = P, 404/0 = r), Hasty Conclusions (001/0 = P, 361 / 0r) and personalization (006/0 = P, 224/0 = r) were significantly correlated with job stress of subjects. In order to test the hypothesis that job stress can be predicted based on cognitive distortions, multiple regression analysis was used and the results presented in Tables 6 to 9.

Table 6: List of variables entered in the regression analysis of stress based on the components of cognitive distortions.

method	Criteria variable	Entered predict variable	model
Step to step	Job stress	Disregarding the positive thing	1
		hastily conclusion	2
		Personalization	3

Results of Table 6 shows that in the first step element of "disregarding positive thing", in the second step the component "hasty conclusions" and in the third stage component "personalization" entered into the stepwise regression analysis.

Table 7: Summary of occupational stress model based on the cognitive distortions

SE	AR ²	R ²	R	Variables	model
17/181	0/158	0/164	0/404	Disregarding the positive thing	1
16/723	0/202	0/213	0/461	hastily conclusion	2
16/496	0/224	0/239	0/489	Personalization	3

In order to test this hypothesis squared Adjusted multiple correlation coefficient shows that based on the first model disregarding positive factors is 158/0 and based on the second model components of the

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disregarding positive and Hasty Conclusions is 202/0 and based on the third average components disregarding positive thing, hasty conclusions and personalize is 224/0 of occupational stress of employees.

Table 8: Summary of analysis the variance predictor of occupational stress based on the components of cognitive distortions

P	F	M.S	d.f	S.S	Source of model Changes	
**0/001	28/933	8541/430	1	8541/430	Regression	1
		295/209	148	43690/944	Remaining	
			149	52232/373	Total	
**0/001	19/875	5558/910	2	11117/821	Regression	2
		279/691	147	41114/553	Remaining	
			149	52232/373	Total	
**0/001	15/312	4166/938	3	12500/814	Regression	3
		272/134	146	39731/559	Remaining	
			149	52232/373	Total	

$n=150$, ** $p<0/01$

The results of analysis of variance showed that the first component based on the disregarding positive thing (01/0> P, 933/28 = (148 and 1) F) and based on second model components of the disregarding positive and hasty conclusions is (01/0> P, 875/19 = (147 and 2) F).And based on the mean of third components disregarding positive thing, hasty conclusions and personalization (01/0> P, 312/15 = (146 and 3) F) significantly predict the occupational stress of employees.

Table 9: Regression coefficients prediction occupational stress based on the cognitive distortions.

P	t	Bets	SE	B	Coefficient	model
0/001**	20/622		6/197	127/787	stable	
0/001**	5/379	0/404	0/939	5/052	Disregarding the positive thing	1
0/001**	16/627		7/027	116/844	stable	
0/001**	3/929	0/312	0/991	3/893	Disregarding the positive thing	2
0/003**	3/035	0/241	0/941	2/856	hastily conclusion	
0/001**	8/923		10/951	97/727	stable	
0/001**	4/009	0/314	0/977	3/918	Disregarding the positive thing	
0/010*	2/627	0/209	0/943	2/478	hastily conclusion	3
0/026*	2/254	0/166	1/411	3/180	Personalization	

$n=150$, * $p<0/05$, ** $p<0/01$

The results of Table 9 with respect to standardized beta weight based on the model indicated that one standard deviation change in disregarding positive thing component, Cognitive distortions caused 404/0 standard deviations. Regarding standardized beta weights on the Employees occupational stress based on the second model showed that a standard deviation changed at the same time in the state of disregarding positive thing and Hasty Conclusions as 0.312 and 0.241. Consider standardized beta weights based on third model showed that at the same time that a standard deviation change in components disregarding positive thing, personalized and hasty conclusions respectively made 0/209 ,0/314and 0.166.

Discussion and Conclusion

The results showed that there were significant positive relationships among cognitive distortions, ignoring positive, hasty conclusion, personalization and job stresses. In addition, the results showed that it could be possible to predict the job stress among employees by cognitive, ignoring the positive, hasty conclusions and personalization. Based on the results, we can say that, according to Beck (1995), people with

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emotional disturbances have bad and irrational thoughts and this is main cause of their problems. They have distortion in their minds as extreme generalization, and personalization and the hasty conclusion in their work. And the negative thoughts can see the foot print of Stable and uncontrollable internal documents (Pintrich and Shank, 2003, Translation Mehrnaz shahraray, 2007). Beck (1995), Beck *et al.*, (1979), the stream of consciousness every moment ideas, beliefs or image called automatic thoughts.

Cognitive behavioral therapy therapists have found that usually people accept it's properly based on face value instead of measure properly of automatic thoughts. It seems that the assumptions and factors, contain the wider aspects of person world outlook. In Beck's cognitive model counts as schemas (Beck *et al.*, 1979; Beck, 1995; Leahy, 1996). Schemas, including fundamental beliefs about the nature of human beings and their relationships which are relatively stable and may even be rigid. This schema is vague notions of what is or should be formed in the mind and this ideas impact on how they process information in new situations (Epstein and Baucom, 2002; Johnson & Denton, 2002). Dattilo and Birashk (2006) quoted by Beck *et al.*, (1979). In addition to the automatic thoughts and schemas, cognitive distortions and errors in data processing involved in cognitive become a source of concern and conflict the lives. These distortions cause defects in the high-pressure and stressful situations and there is a lack of self-monitoring in the workplace and also will cause job stress. The result of the research is consistent with the researches by Beck and *et al.*, (1979) Burns *et al.*, (2015), Berber and Çelik (2013), Javid (2010), Soheilimoradivahid (2013), Abrahami *et al.*, (2011) Naseer *et al.*, (2010), Shakarami *et al.*, (2014). For example, Naseer *et al.*, (2010) in their study which examines the cognitive distortions and depression among juvenile offenders in Malaysia found that there was a significant correlation between depression and cognitive distortions.

The results of this research results are against the study by Benbouriche *et al.*, (2014) that considered the role of sex offenders against children's cognitive distortions and concluded there is no connection between sexual violence against children and the cognitive distortions. In its explanation, it seems that different individual experiences, differences in thoughts and mental constructs and schemas could cause different behaviors in people. Also numerous researchers have attempted to approve biases in cognitive processing of schema theory.

The results of these studies are very complex and difficult to interpret. Wells (2000) and most of this research has been done by using self-reported data and this method is limited in terms of reliability data (Wills, 2008, translated by Reza Moloudi, 2013).

The results indicate that that the cognitive distortions disregard positive thing, hasty conclusions and personalize are predictor of job stress. In other words, power of predictor variables disregard positive thing, hasty conclusions and personalize are more than other variables. Due to the predictive factors disregard positive thing, hasty conclusions and personalize, it should be pay attention to stressful factors for employee job satisfaction that Murgia and Gerardi (2013) know them as most valuable asset of any organization. In 1976, America Heart Association, the annual cost of heart disease - cardiovascular caused by stress in America has totaled 26700 million dollars.

The calculations show that the industrial sector in the UK loses their job due to short-term absence every million years of work days which has been created by stress and the cost of this absence only on the basis of national insurance payments and social security fund, are amounting to 55 million pounds per year. In America 1 to 3 percent of GDP spent on health problems, social, and psychological and social - is the result of work pressure (Alatvi *et al.*, 2003, translation Mohammad, 2005).

Therefore, knowledge of how elements of cognitive, emotional and behavioral events and stressors, in the form of training and experience -Adjusted thinking abnormal patterns of erosion and substitution techniques and education using new behaviors to replace the inappropriate behavior -and finally off the upset and irrational emotional reactions with the use of intensive and regular treatment methods, stress management will follow the mental people's health. This research has its own limitations. The limitations of this study include a self-report questionnaire for both variables of cognitive distortions and stress, lack of complete cooperation from some of the participants in completing the questionnaire, the new subject matter and lack of previous research in the field of cognitive distortions that investigate the relationship

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between stress and job stress, failure to investigate the relationship between predictors and correlates individual and family factors and cognitive distortions because of extensive field research.

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