JOB-RELATED STRESS ON EMPLOYEE JOB SATISFACTION

Mona ALzahrani[1], Fawad Asif Rana Muhammad[2]

[1,2]Effat College of Business,Effat Universityqasr Khuzam Jeddah Saudi Arabia

E.mail: [1]mgalzahrani@effatuniversity.edu.sa , [2]famuhammad@effatuniversity.edu.sa

ABSTRACT

Stress factors are significantly more risky to the pioneers of an organization in view of the impact of pressure factors on focusing on the achievement of different issues in an organization or association. Thus, organization needs to avoid increased effects of occupational stressors in order to maintain the job satisfaction among its employee. This work presents investigation on job related stress on employee job satisfaction at Saudi Arabia. For this work, the sample population comprised of employees from from Saudi Arabian airline, Ascott hotel, Raya Company and King Fahad hospital. The study was done based on quantitative method. The sample size was 100 employees. The data was collected using survey questionnaire. Key findings have shown that the majority of employees find their job challenging, which may be a factor in work-related stress. In addition, the findings have also shown that most employees are satisfied with their work due to the effective approach of their organization.

INTRODUCTION

Job stress can be characterized as unsafe physical and passionate reactions that occur when the prerequisites for an activity do not coordinate the worker 's abilities, assets or needs. Job stress can lead to chronic weakness and even injury [1]. The idea of occupational stress is often wrong to challenge, but these ideas are not the same. Challenge is invigorating humans mentally and truly, and it inspires everyone to learn new skills and positions. At the point when the test is carried out, the individual will feel good and satisfied [2]. The challenge is therefore a significant element of sound and beneficial work. The significance of the challenge in everyone's work lives is likely to be what individuals are alluding to when they state a smidgen of stress is useful to a person [2].

Job satisfaction is characterized as the degree to which a worker feels self-inspiring, content, and happy with his / her activity [3].

Job satisfaction occurs when the representative feels that the person in question has a stable position, a professional development and a good work life balance [3]. This implies that the worker is performing at work as the work meets the wishes of the person. Job satisfaction includes the extent to which the employee feels self-motivated by his or her job. Job satisfaction ensures employee stability, comfort and career growth while balancing work and life [4].

Job satisfaction is also important for employees of all ages and at different workplaces. It is important for employees to be productive and to aim to improve their operations through a working environment in order to produce quality results [5].

A positive attitude towards work and supervisory aspects ensures that job satisfaction is met at different locations due to controlled stress-related issues such as burn-out and interpersonal relationships. The impact of job stress on job satisfaction is limited productivity and efficiency in the handling of various tasks at work. In addition, work stress contributes to strained communication processes that are not relevant to promoting and ensuring job satisfaction through work comfort and promotion [6].

Research findings have shown that there is either an inverted U-shape, a positive linear, negative linear, or no relationship between stress and satisfaction. In addition, Kiarie et al.[7] found that conflict of roles directly affects job stress and job satisfaction, while job satisfaction appears to reduce work stress and intention to leave. Furthermore, work stress has an indirect impact on the intentions of leaving through organizational commitment. In addition, Zablah et al.[8] found that the work environment attributes, such as feelings of self-fulfillment, acknowledgment, the opportunity to test work and non-dull work, the level of supervision, cooperation in basic leadership, and the open door to social communication at work, were seen as essentially linked to work-fulfillment. Likewise, Judge et al [9] arguments are based on positive employment attitudes and job satisfaction at the workplace to provide a desirable outcome. According to the article, it is important for employees to have positive job attitudes as a process to satisfy themselves and prevent the incidence of work-related stress.

Moreover, according to Hessel et al.[10], control of work-related stress is linked to the development of positive attitudes and fundamental research to ensure that the psychological characteristics of employees are well taken care of. In addition, Raziq and Maulabakhsh [11] emphasized the handling of work stress issues as part of modern-day challenges that require the dynamic development of working environments. In addition, Mullen et al. [12] stated that counselor and professional need to be included in the work place to supervise and deal with employee-related issues as a means of providing opportunities for quality products and ensuring that the requirements for job satisfaction are met effectively. Mental challenges at work can be addressed

through supervisory missions to implement different aspects of work that promote job satisfaction among employees. Khamisa et al. [13] investigated work-related stress, burnout and job satisfaction issues. Research findings show that staff-related issues contribute to massive burnout and lack of job satisfaction. In addition, Demir [14] argued that work-related stress results in compromised performance and productivity in the handling and attendance of work. Employees are dissatisfied with the type of work they do due to lack of motivation or provisions that allow for a comfortable working environment.

It is difficult to find the reasons for work-related stress on employees at the executive level or on the management of a company or organization. They are policy makers, decision makers and directors of a company, therefore finding reasons for their work-related stress and job satisfaction is impossible within the working environment. Thus, this work presents an investigation on job related stress on employee job satisfaction at Saudi Arabia.

METHODOLOGY
This study was executed through quantitative method. The sample population for this study was 100 employees working in various companies and sectors in Saudi Arabia. The employees are from Saudi Arabian airline, Ascott hotel, and Raya Company and King Fahad hospital. Data collection was done using survey method. A survey was conducted to find information on the impact of work stress on the ability to develop a high level of job satisfaction. The survey used the collection of information and data on the employees affected by the work stress at the Saudi companies and how it affects the normal operations of the company. The collected data were analyzed using basic percentage statistics and were presented in graphical form

Result And Discussion

Demographic Characteristics

The demographic characteristics of this study are shown in Table 1. By referring to Table 1, 40 % were males and 60% were females. Next, as for the age group, 35 % were in the age group of 20 to 30 years, 39% were in the age group of 31 to 40 years, and 26% were in the age of 41 to 50 years. Next , for the level of education, 3.2% have completed high school, 70.2% have completed bachelor's degree and 26.6 % have completed Masters degree.

Table 1 Demographic characteristics

Gender	
Type	Percentage (%)
Male	40
Female	60
Age	
Group	Percentage (%)
20 to 30 years	35
31 to 40 years	39
41 to 50 years	26

Education	
Level	Percentage (%)
High School	3.2
Bachelor's Degree	70.2
Masters	26.6

Questionnaire Analysis

The respondents were asked the amount of time they spend at work. Based on Figure 1, 9.10 % voted for least, 18.20% voted for few, 38.40% voted for many and 12.10% voted for most.

Next, the respondents were asked the volume of work that must be accomplished in the allocated time. Based on Figure 2, 12.10% voted for least, 15.2% voted for few, 27.3% voted for less, 29.3% voted for many and 16.2% voted for most.
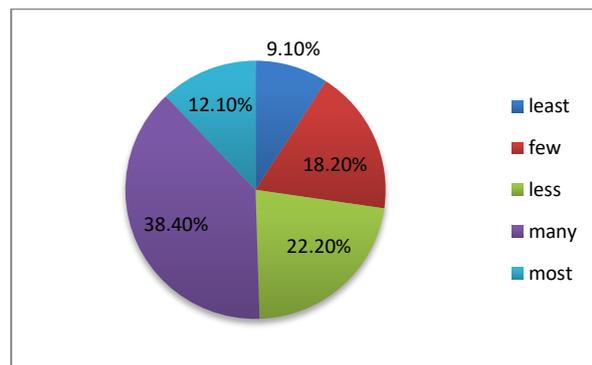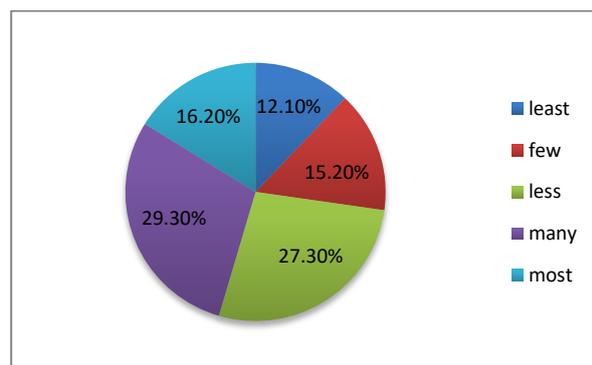

Figure 1. Amount of time spent at work.

Figure 2 Volume of work that must be accomplished in the allocated time

Next, the respondents were asked what is the amount of responsibility they have Based on Figure 3, 13.1% voted for least, 15.2% voted for few, 27.3% voted for less, 27.3% voted for many and 17.2% voted for most.
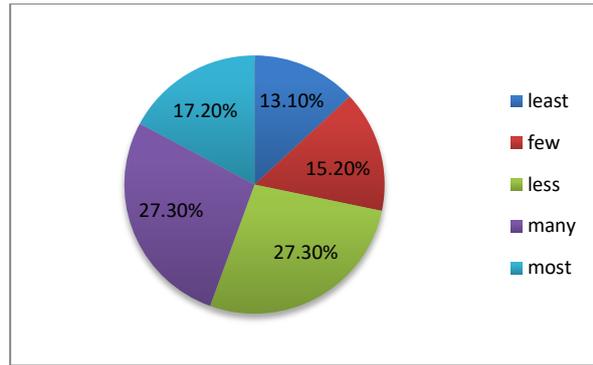
Figure 3 The amount of responsibility the employees have

Next, the respondents were asked do they have the ability to clearly understand what is expected of them from their job. Based on Figure 4, 18.2% voted for least, 20.2% voted for few, 29.3% voted for less, 23.2% voted for many and 9.1% voted for most.
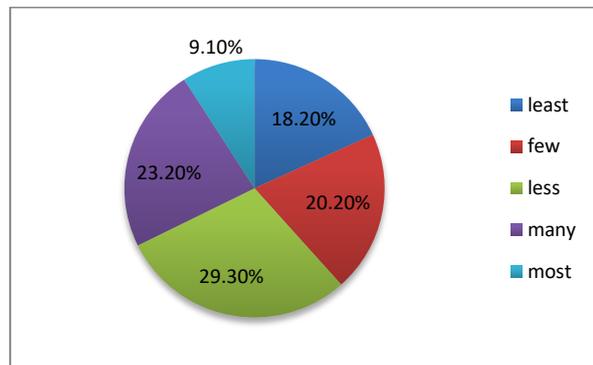

Figure 4 The ability to clearly understand what is expected of them from their job

Next, the respondents were asked do they experience the sense of achievement from their work. Based on Figure 5, 20.2% strongly disagree, 19.2 % disagree 24.2% were neutral, 30.3% agree and 6.10% strongly agree.
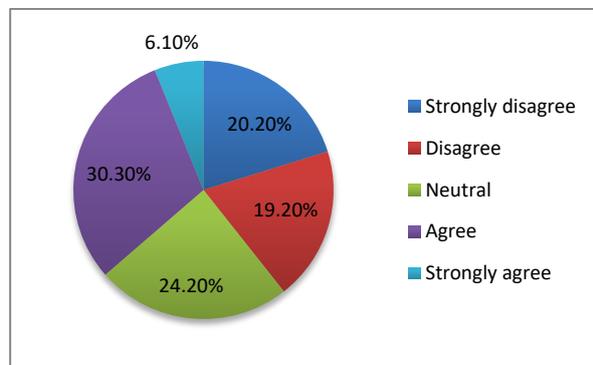

Figure 5 Experience the sense of achievement from their work

Next, the respondents were asked do they feel that their job is challenging. Based on Figure 6, 17.2% strongly disagree, 20.2 % disagree 29.3% were neutral, 27.3% agree and 6.10% strongly agree.
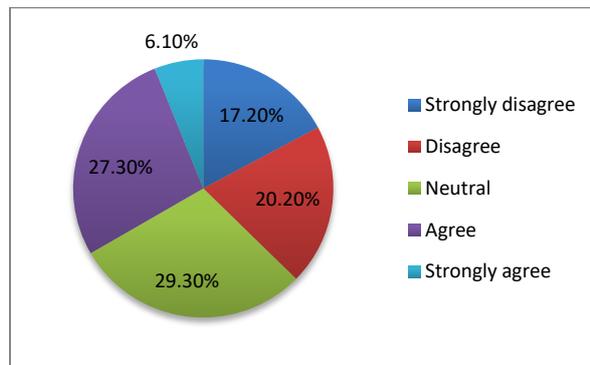

Figure 6 Job is challenging

Next, the respondents were asked do they get the chance to know other people while on work. Based on Figure 7,14% strongly disagree, 17 % disagree, 22% were neutral, 32% agree and 15% strongly agree.
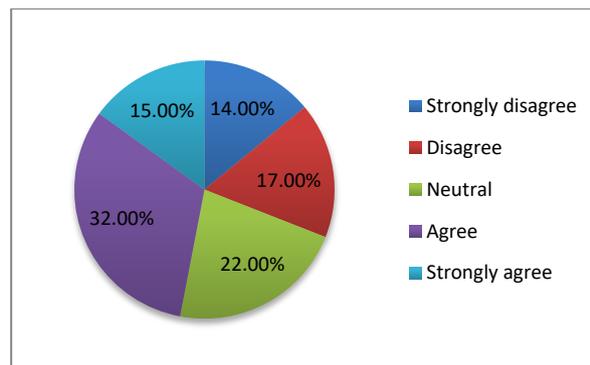

Figure 7 Get the chance to know other people while on work

Next, the respondents were asked do they have good amount of influence on their job. Based on Figure 8, 19% strongly disagree, 16 % disagree, 26% were neutral, 30% agree and 9% strongly agree.
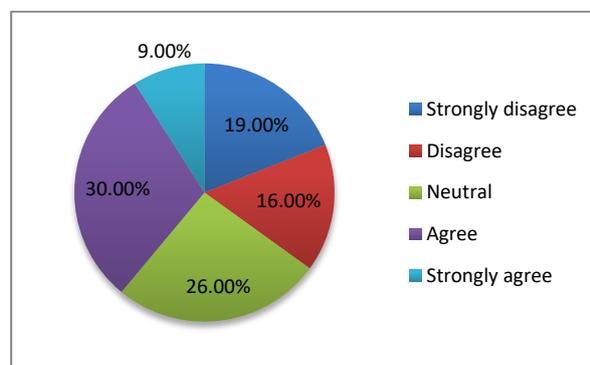

Figure 8. Have good amount of influence on their job

Next, the respondents were asked if they have received training in their job. Based on Figure 9, 12.9% strongly disagree, 13.9 % disagree, 21.8% were neutral, 42.6% agree and 8.9% strongly agree.
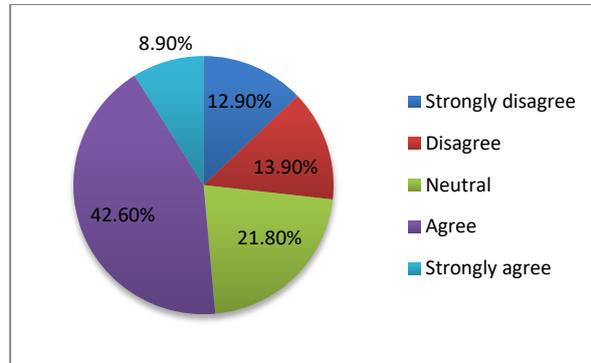

Figure 9. Have received training in their job

Next, the respondents were asked if they are satisfied with their work. Based on Figure 10, 17.8% strongly disagree, 6.9% disagree, 30.7 % were neutral, 31.7% agree and 12.9% strongly agree.
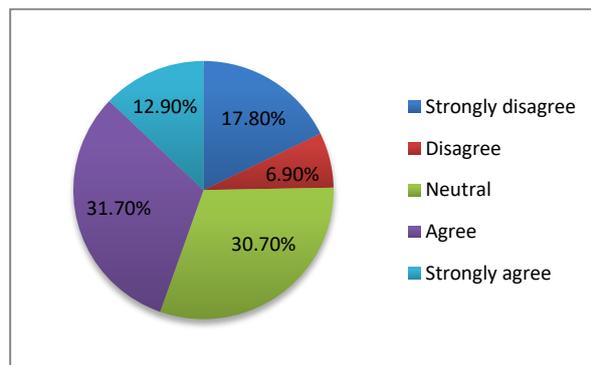

Figure 10. Satisfied with their work

Next, the respondents were asked if they agree with the pay received. Based on Figure 11, 24.8% strongly disagree, 19.8% disagree, 27.7 % were neutral, 23.8% agree and 4% strongly agree.
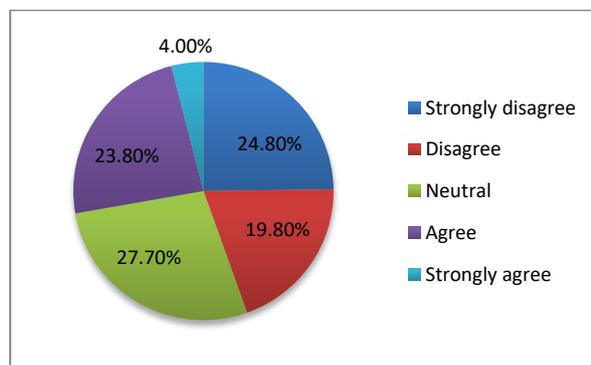

Figure 11. Agree with them pays received.

Overall Discussion

The effect of work-related stress on employee satisfaction involves tension, job control and a heavy workload faced at work locations. Job stressors adversely impact the dimensions of job satisfaction, causing a lack of information access and input systems. Employee incentives and work security aspects are undermined due to stress-related problems in the management of a business or organization. Furthermore, job stress is often related to reactions within the human body that involve improvements in mental, emotional and physical health to respond to various stress-related issues. Job stress problems impair the willingness of individuals to care about leading to feelings of anger, anxiety, and nervousness [4]. Feelings affect the daily functioning of the employee in order to fulfill the requirements of job satisfaction and become part of the goals of the business. Stressors lead to the massive destruction of employee communication and the ability to work collaboratively due to stress-related issues.

Employees who feel irritated, anxious or angry are unable to fulfill the company's objectives and expectations due to a poor mindset to the satisfaction of handling the company's activities [7]. Stress-causing factors are much more dangerous for the company's leaders because of the impact created by stress factors on focusing on different issues in a company or organization.

It is important for employees to feel comfortable with the type of work they do by engaging themselves in the decision-making process and ethical concerns of an organization. Holding job stressors away by supervision and cultivating a good mindset leads to massive improvements in the way work is done. In addition, work stressors regulation offers workers the ability to recognize and appreciate some of the areas in which the organization needs to function in order to make a good use of resources and achieve meaningful results [14].

Companies need to concentrate on enhancing performance evaluation processes to minimize job stresses and enable different criteria to be efficiently enforced in a business or organization. Modified behaviour patterns of individuals involved major and consistent measures to concentrate on long-term emotional, physical, and behavioural and interval processes that help to resolve any problems related to work stressors.

Employees need to concentrate on establishing and sustaining quality relationships with colleagues in order to handle and mitigate the occurrence of work stressors. Workplace stress leads to the risk generated by different countries. Health care staff need the right mental skills and independence to attend to patients adequately in the process of managing multiple treatments in the process [13]. Issues such as interpersonal relationships need supervisory intervention to avoid the worsening impacts of job stressors, supervisors are active in handling work stressors to avoid interpersonal relationships and disputes between subordinates through sound management policies [12]. In addition, employees aim at work satisfaction in order to inspire and satisfy different feelings against the introduction of procedures that concentrate on the

discovery of those employments. Job stressors can be successfully handled in organizations by providing a therapy department to address different problems related to disputes or dysfunctional relationships that influence the daily functioning of a business or organization [11]. Hence, job satisfaction is achieved through comfort and a flexible working atmosphere among employees [11].

CONCLUSION

This study has presented an investigation on job related stress on employee job satisfaction at Saudi Arabia. The key findings have shown that the employees are able to manage their stress and are generally satisfied with their job. Nevertheless, the companies are recommended to form departments that handle employees' issues while focusing on supporting their ambitions to meet job satisfaction requirements. It is important for employees to have a good working environment to accomplish goals and competitively make decisions based on the companies' or organizations' needs both in the short and long term basis.

REFERENCES

Fasbender, U., Van der Heijden, B. I., & Grimshaw, S. (2019). Job satisfaction, job stress and nurses' turnover intentions: The moderating roles of on-the-job and off-the-job embeddedness. Journal of advanced nursing, 75(2), 327-337.

Chirico, F. (2016). Job stress models for predicting burnout syndrome: a review. Annali dell'Istituto superiore di sanita, 52(3), 443-456.

Lu, L., Lu, A. C. C., Gursoy, D., & Neale, N. R. (2016). Work engagement, job satisfaction, and turnover intentions. International Journal of Contemporary Hospitality Management.

Pang, K., & Lu, C. S. (2018). Organizational motivation, employee job satisfaction and organizational performance. Maritime Business Review.

Bailey, A. A., Albassami, F., & Al-Meshal, S. (2016). The roles of employee job satisfaction and organizational commitment in the internal marketing-employee bank identification relationship. International Journal of Bank Marketing.

Cheng, J. C., & Yi, O. (2018). Hotel employee job crafting, burnout, and satisfaction: The moderating role of perceived organizational support. International Journal of Hospitality Management, 72, 78-85.

Kiarie, M. A. W., Maru, L. C., & Cheruiyot, T. K. (2017). Leader personality traits and employee job satisfaction in the media sector, Kenya. The TQM Journal.

Zablah, A. R., Carlson, B. D., Donavan, D. T., Maxham III, J. G., & Brown, T. J. (2016). A cross-lagged test of the association between customer satisfaction and employee job satisfaction in a relational context. Journal of Applied Psychology, 101(5), 743.

Judge, T. A., Weiss, H. M., Kammeyer-Mueller, J. D., & Hulin, C. L. (2017). Job attitudes, job satisfaction, and job affect: A century of continuity and of change. Journal of Applied Psychology, 102(3), 356.

Hessels, J., Rietveld, C. A., & van der Zwan, P. (2017). Self-employment and work-related stress: The mediating role of job control and job demand. Journal of Business Venturing, 32(2), 178-196.

Raziq, A., & Maulabakhsh, R. (2015). Impact of working environment on job satisfaction. Procedia Economics and Finance, 23, 717-725.

Mullen, P. R., Malone, A., Denney, A., & Santa Dietz, S. (2018). Job stress, burnout, job satisfaction, and turnover intention among student affairs professionals. College Student Affairs Journal, 36(1), 94-108.

Khamisa, N., Oldenburg, B., Peltzer, K., & Ilic, D. (2015). Work related stress, burnout, job satisfaction and general health of nurses. International journal of environmental research and public health, 12(1), 652-666.

Demir, S. (2018). The Relationship between Psychological Capital and Stress, Anxiety, Burnout, Job Satisfaction, and Job Involvement. Eurasian Journal of Educational Research, 75, 137-153.

Columns on Last Page Should Be Made As Close As Possible to Equal Length

Authors' background

Your Name	Title*	Research Field	Personal website

*This form helps us to understand your paper better, the form itself will not be published.

*Title can be chosen from: master student, Phd candidate, assistant professor, lecture, senior lecture, associate professor, full professor