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EXAMINING THE IMPACT OF JOB STRESS ON EMPLOYEES' SATISFACTION AT PRIVATE HOSPITALS IN SAUDI ARABIA

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ABSTRACT:

Many employees look forward to the negativity of job stress and with their job performance this has brought changes in the job satisfaction of the employees in the work environment. Depending on the factors of the workplace, there are different types of work or job stressors and sometimes it can vary from one organization to another. This work aimed to analyze the relationship between job stress and employees and to study its impact on employees in a private hospital in Saudi Arabia. This research's methodology is quantitative in nature. In addition, the survey questionnaire was distributed to 52 hospital staff for data collection. This was done to analyze if the stress on the employees would affect their level of satisfaction at work. The findings of this work have shown that majority of the respondents agreed that they have high volume of work, spend more time at work and experience time pressure at work. Moreover, most respondents agreed that work stress has affected their job satisfaction.

INTRODUCTION:

Employees are striving hard to work better with the current world situations and look forward to the good workplace conditions [1]. There is severe competition among the employees of various organizations around the world. They compete with each other in terms of skills, knowledge and abilities. This has resulted in the employees feeling mentally and physically exhausted [2]. Furthermore, this has added to the problems for the organizations as well as spending huge money on the employees so that they can perform well. If the

employees become stressed and less satisfied with their work, it may affect their performance at work [3].

According to Harzer and Ruch [4], job-related stress is described as the detrimental and nervous behavior of people under a work environment pressure and demands. According to LePine et al. [5], job stress can lead to physical ailment as well as mental and emotional anxiety and various forms of human sickness. The companies that are viewing stress these days are pessimistic as most employees are not happy with their job and the rate of employee turnover is increasing day by day [6]. The current scenario and economic conditions are also responsible for the employees' stressful condition. Global and national recessions are now linked to job-related stress, job insecurity, and the amount of work given to employees and their intensity, as mentioned in the review work by Mucci et al. [7]. Furthermore, stress is a vigorous state that not only affects an individual's professional life, but also has a tendency to influence personal lives such as elevating interpersonal conflicts [8].

It is more widely known that stress in the workplace may arise as a result of exposure to a variety of work stressors, and this gradually increases when people strive to handle their job-related tasks and duties and, while fulfilling these tasks and duties, they encounter difficulty, strain, anxiety and worry. According to Dawson et al. [9] study, depending on the factors of the workplace, there are different types of work or job stressors and it may vary from one organization to another. According to Powell and Enright [10], there are different categories of stress management interventions that can affect individuals or organizations. These can be classified as the primary, secondary and tertiary levels of intervention. The primary intervention aims to avoid the casual factors associated with stress. The secondary intervention aims to decrease the severity or time limit of stress-related symptoms. The tertiary interventions aim to provide rehabilitation and to increase the functioning of individuals with chronic health problems. According to Bhui et al. [11], intervention aimed at people shows far greater effects compared to business interventions on individual outcomes such as levels of depression and anxiety. Sometimes when an employee receives overloaded work, he / she begins to stress in order to complete the task on time and meet deadlines. They also feel stressed if they are given tasks out of their job description and if they have no control over their work [11]. In addition, it has also been seen that the reward system and safety also play a major role in adding stress. Employees feel unhappy if they are not paid well and this in turn affects their performance which leads to employee turnover [12]. Lack of feedback from others also leads to work stress and emotional stress. Hall's [13] work showed that poor communication in a workplace with the management of the company, unequal treatment, and most importantly, the sense of not being appreciated are the enormous stress causing factors among an organization's employees. According to Judge et al. [14], job satisfaction for an employee is a state in which the employee emotionally enjoys his / her job and job experience. Job satisfaction is an important goal for any organization to achieve. When employees are satisfied with their jobs, this will result in more

returns to an enterprise [14]. When the employee is not satisfied with his / her job, there are adverse effects on the enterprise's level of effectiveness and efficiency as suggested by Kianto et al. [15]. Every prosperous organization faces challenges in various aspects of employee satisfaction. There needs to be a high level of assurance, collaboration, employee satisfaction, communication and temptation among the organizations' employees. Hosseinabadi et al. [16] mentioned in his research that the hospital staffs usually are much stressed. This in turn affects their satisfaction level and this is a major factor as it lessens up their productivity and they are not able to perform their duties in the hospital. Thus, this work was done to analyze the relationship between job stress and job satisfaction of employees at a private hospital in Jeddah, Saudi Arabia.

METHODOLOGY

The methodology involved conducting a survey for employees of private hospitals in Jeddah, Saudi Arabia. The secondary data were obtained from journal articles, reports and other relevant documents. The sample size included surveying 52 employees at a private hospital in Saudi Arabia. Self-administered survey was used as the technique for experimental data collection in this examination. The data was collected by sending survey questions to entrepreneurs via e-mail and instant messaging applications such as Whatsapp. The questionnaire consisted of three sections. It evaluated research demographics that study gender, age, education and length of service in the organization. It also used Likert scale 1–5 for questions related to the organization's job stress and job satisfaction. The variables are assessed through the use of Likert scale based on options like strongly agree, agree, neutral, disagree, and strongly disagree. The current methodology tested the relationship between job stress and employee satisfaction. It is a quantitative methodology by which the hospital employees have taken up the survey in order to understand the relationship between these two variables, which are job stress and job satisfaction.

RESULT AND DISCUSSION

Demographic Characteristics

Based on Figure 1, 57.70 % of the respondents were females and 42.30 % were males. In Figure 2, 48.1 % of the respondents were in the age group between 20 to 30 years, 28.8 % were in the age group between 31 to 40 years old. 15.4% of the respondents were in the age group between 41 to 50 years and 7.7% were age group between 51 to 60 years old.

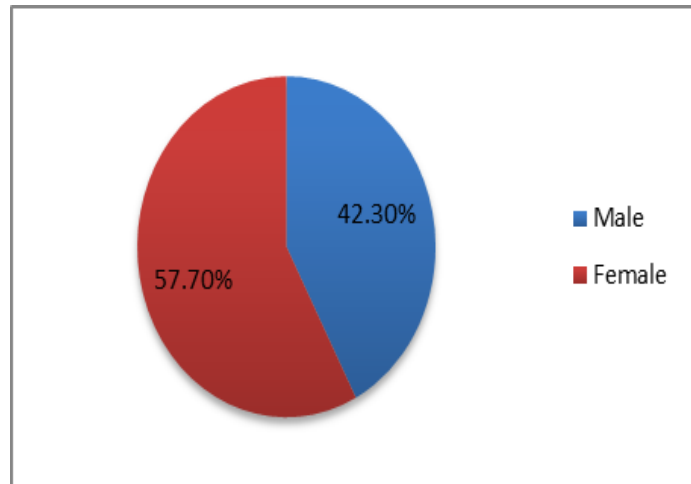


Figure 1: Gender of respondents

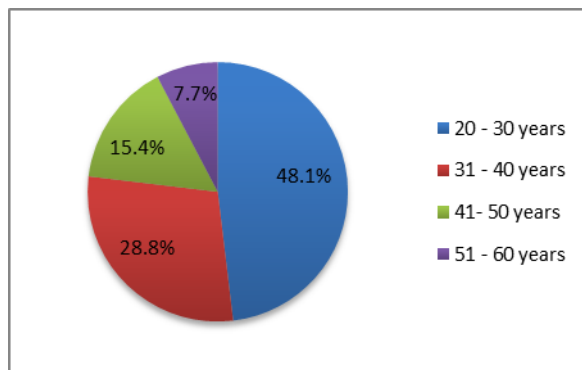


Figure 2: Age of respondents

Based on Figure 3, 75 % of the respondents have completed bachelor’s degree, 11.50 % have completed masters, 3.80 % have completed PhD and 9.70 % have completed high school. In Figure 4, 48.10 % of the respondents have worked for less than 5 years, 26.90% have worked for 5 to 10 years, 7.70 % have worked for 11 to 15 years, and 17.30% have worked for more than 15 years.

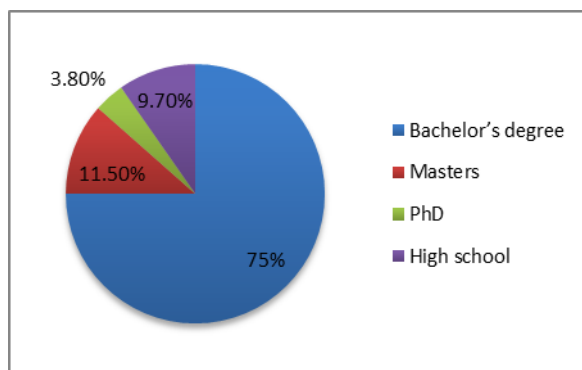


Figure 3: Highest level of education of the respondents

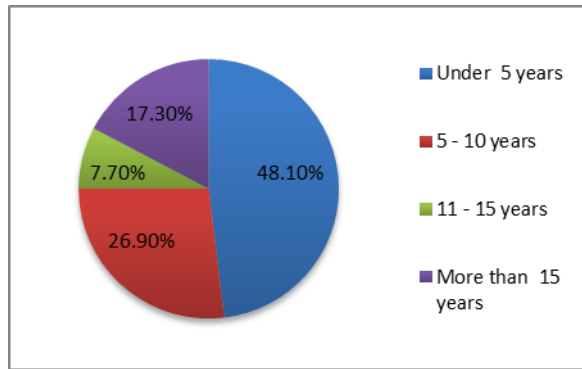


Figure 4: Length of service

Questionnaire Analysis

The respondents were subjected question related to job stress and job satisfaction. Hence, the outcomes question statements are discussed in this section. Based on Figure 5, the respondents were asked ‘Do you have a high number of projects or assignment to complete?’. Based on Figure 5, 28.80 % strongly agree, 17.40 % agree, 40.40 % were neutral, 9.60 % disagree and 3.80 % strongly disagree. In Figure 6, the respondents were asked ‘Do spend a lot of time at work?’. Based on Figure 5, 38.60 % strongly agree, 28.80 % agree, 28.80 % were neutral, 1.9 % disagree and 1.9 % strongly disagree. According to Figure 7, the respondents were asked ‘Do have a high volume of work that must be completed in the allocated time?’. Based on Figure 7, 21.20 % strongly agree, 25.00 % agree, 46.20 % were neutral, 3.80 % disagree and 3.80 % strongly disagree.

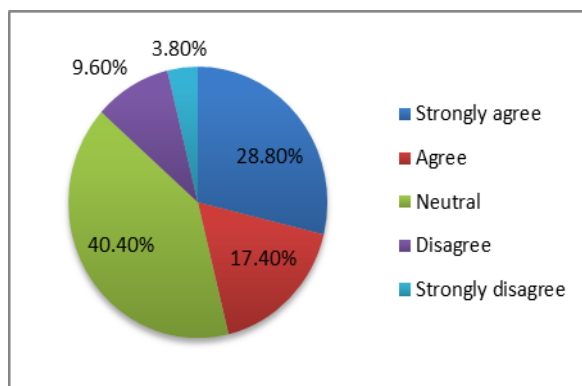


Figure 5: Number of projects or assignments

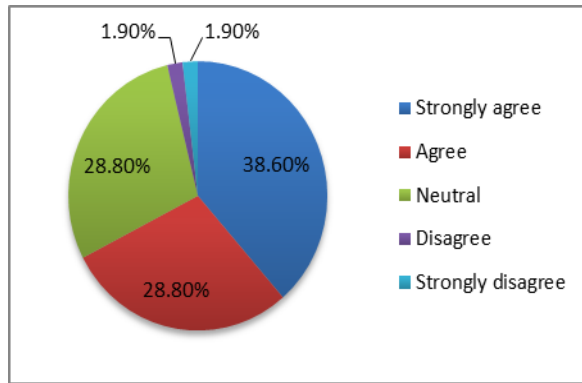


Figure 6: High amount of time spent at work

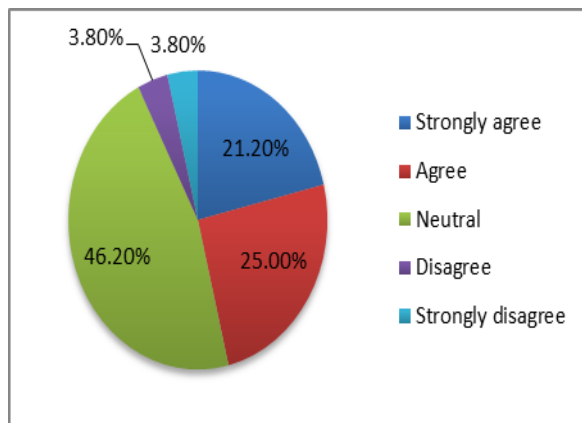


Figure 7: High volume of work

Based on Figure 8, the respondents were asked ‘Do experience time pressure at work place?’. Based on Figure 7, 36.50 % strongly agree, 32.7 % agree, 23.1 % were neutral, 7.7 % disagree and 0.00 % strongly disagree. In Figure 9, the respondents were asked ‘Do you have a high amount of responsibilities at work?’. Based on Figure 9, 28.80 % strongly agree, 34.70 % agree, 25.00 % were neutral, 7.7 % disagree, and 3.8 % strongly disagree.

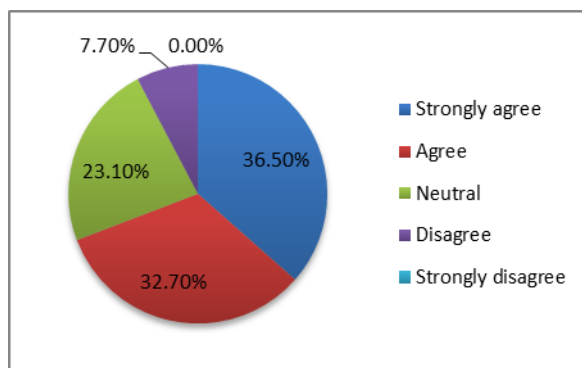


Figure 8: Time pressure at work

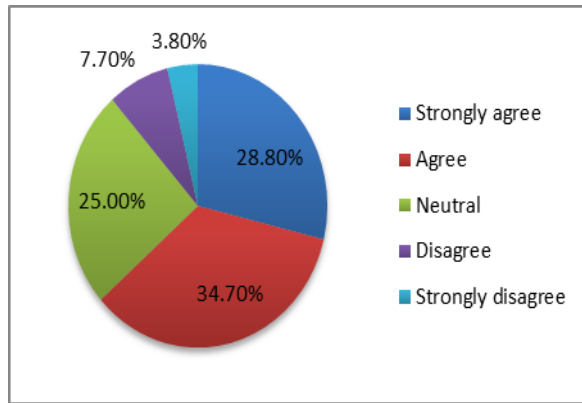


Figure 9: High amount of responsibilities at work

Based on Figure 10, the respondents were asked ‘Do you think that office politics rather than performance affects organizational decisions?’. Based on Figure 10, 28.80 % strongly agree, 27.00 % agree, 32.70 % were neutral, 7.7 % disagree and 3.8 % strongly disagree. In Figure 11, the respondents were asked ‘Do you face the inability to clearly understand on what is expected?’. Based on Figure 11, 17.30 % strongly agree, 28.80% agree, 25.00 % were neutral, 13.50 % disagree, and 15.40 % strongly disagree. According to Figure 12, the respondents were asked ‘Do you face the feeling of lack of job security?’. Based on Figure 12, 26.90 % strongly agree, 26.90% agree, 30.80 % were neutral, 9.60 % disagree, and 5.80 % strongly disagree.

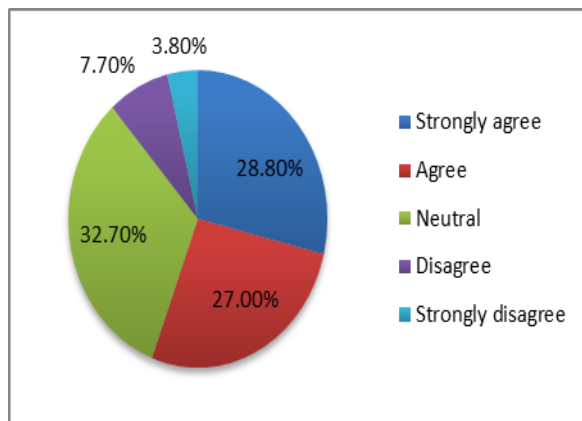


Figure 10: Politics rather than performance affect organizational decisions

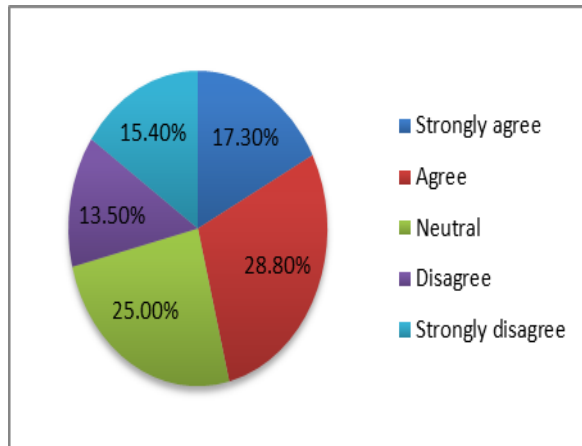


Figure 11: Inability to clearly understand what is expected

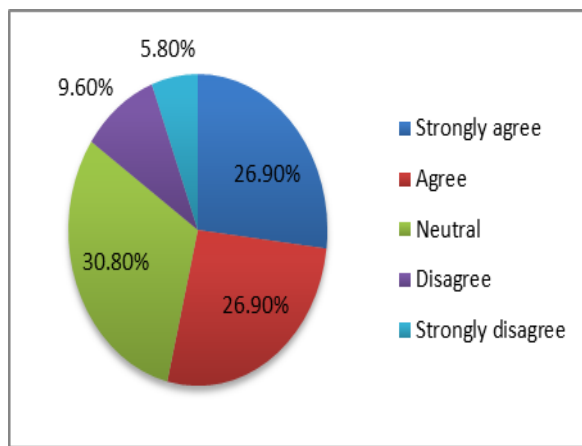


Figure 12: Lack of job security

Based on Figure 13, the respondents were asked ‘Do you face high amount of challenge in your work?’. Based on Figure 13, 30.80 % strongly agree, 25.00% agree, 34.60 % were neutral, 7.70 % disagree, and 1.90 % strongly disagree.

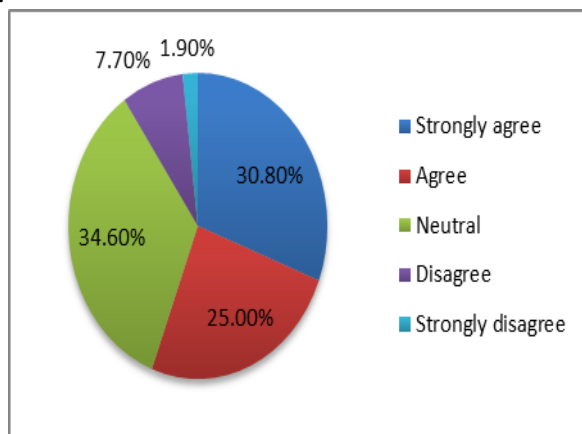


Figure 13: High amount of challenge at work

In Figure 14, the respondents were asked ‘Do you feel that your job stress affects your job satisfaction?’. Based on Figure 14, 28.80 % strongly agree, 34.70% agree, 25.00 % were neutral, 7.70 % disagree, and 3.80 % strongly

disagree. Based on Figure 15, the respondents were asked 'Are you satisfied with the amount of pay you receive for your job?'. Based on Figure 15, 11.50 % strongly agree, 34.60% agree, 32.70 % were neutral, 13.50 % disagree and 7.70 % strongly disagree.

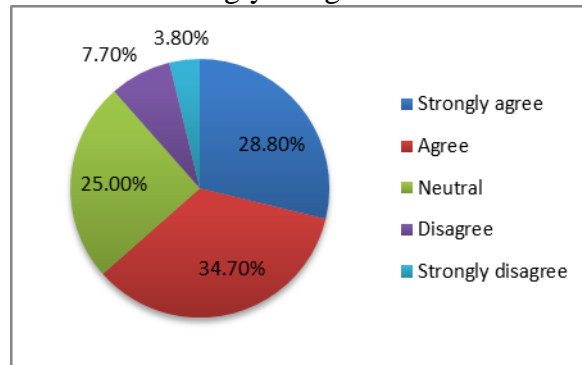


Figure 14: Job stress affects your job satisfaction

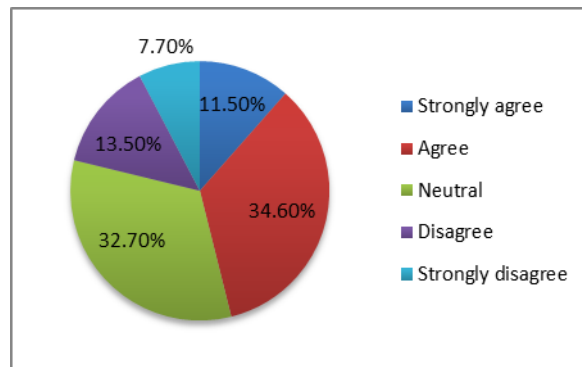


Figure 15: Amount of pay received

Overall Discussion

In this work, the results have shown that the respondents receive high number of projects or assignment to complete. Furthermore, majority of the respondents have agreed that they spend more time at work. Likewise, most of the respondents have agreed that they have high volume of work and experience time pressure at work. In addition, the respondents have stated that they have high amount of responsibilities at workplace. Besides, the results showed that the respondents agreed that work politics rather than performance affects organizational decisions. Additionally, majority of the respondents have stated that they are unable to clearly understand on what is expected from them at workplace. Accordingly, the results of this work have shown that most respondents agree that they face the feeling of lack of job security at workplace. Moreover, the respondents have stated that they face high amount of challenge at work place. The results have also shown that most of the respondents agree that job stress affects their job satisfaction. On the other hand, the findings of this work have exhibited that the respondents are satisfied with their pay at workplace. The overall outcome of this work is in accordance to the work of Khamisa et al. [17] where it was stated that health care personnel face job stress at work place due to high amount of work. This has caused burnout among the health care personnel and has contributed to

work stress. Furthermore, the work of Labrague et al. [18] has reported that nurses spent a huge number of hours at workplace due to the demanding nature of their job scope. This has indirectly contributed to the nurses' stressful condition and has affected the overall job satisfaction. Additionally, the work Hoboubi et al. [19] has confirmed that job stress is related to job satisfaction. Employees in stressful condition at workplace have shown less job satisfaction

CONCLUSION

With the current world circumstances, if the employees feel stressed and become less satisfied with their working condition, it can affect their execution at the workplace. The results of this work have shown that the employees at the private hospital agreed that job stress affects their job satisfaction. This is due to high volume of work, time pressure and a feeling of lack of job security. For future work, the authors suggest adding empirical data and statistical correlation to better understand the relationship between job stress and job satisfaction.

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