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THE IMPACT OF JOB RELATED STRESS ON EMPLOYEE JOB SATISFACTION

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ABSTRACT

Employee satisfaction and performance are two key elements of any internal or external factors that affect the productivity of the organization. Stress is one of the factors that has the power to increase or decrease the level of job satisfaction and employee performance. A study was conducted to observe the relationship between stress and satisfaction and to measure the extensive impact of stress on satisfaction and performance. This study was done based on quantitative method. The sample population of this study consisted of workers from different industries in private organizations in Jeddah, Saudi Arabia. A total of 116 participants were involved in this study. Data collection was done using survey questionnaire. The results of this study have shown that the effect of stress on job satisfaction and the productivity of workers is important. Results have shown that stress can raise or lower the level of job satisfaction. Key findings of this work have shown that there is a relationship between work-related stress and employee satisfaction.

CCS Concepts

• **Information systems** → **Database management system engines** • **Computing methodologies** → **Massively parallel and high-performance simulations.**

INTRODUCTION

Satisfaction is an important factor that reflects the reputation of the company. If the employee is satisfied, they will work and be able to perform their best regardless of the impact of any external factors [1]. Job satisfaction can be in a number of forms, can be financially, with less workload, etc., and varies from one employee to another, and sometimes depends on the working environment. The performance of the employee is another important factor in

the productivity of the organization [2]. The employee must maintain good performance and should not allow any other factors to influence the performance of the employee in the company. This is because performance reflects the assessment and reputation of the employee [3].

One of the external factors affecting job satisfaction and performance is stress, which is caused by a high workload or an aggressive work environment, or by rude managers and supervisors [4]. Stress can affect satisfaction and performance in a positive or negative way. Sometimes it depends on the employee and how they perceive the stress. There are employees who can cope with the stress and do not give in to circumstances that arise from a high level of stress [5]. On the other hand, another group of employees face a high level of stress and do not know how to control or manage it [5].

George and Zakkariya [6] stated that stress is commonly described as feeling down or worried. It has different meanings that vary from person to person, and depends on different situations. Stress was defined as experiencing uncomfortable emotions combined with predictable physiological, biomechanical, and behavioral changes [6]. Furthermore, Zafar et al. [7] stated that the main thing that affects employee satisfaction is the workload and work-related stress. Work stress comes directly from many factors such as overload of work, late working hours, unpaid working hours, tight schedules, lack of appreciation and lack of promotion [7]. These factors combine and begin to stress the employee, who will slowly move away from their goal and commitment to the company. This is a very critical time, because once the employee has this stress, they will always be negative about themselves and their office work. Mahiri and Orwa [8] found that constant stress is very damaging to the morale of the employee and to the overall working environment in the office.

According to Lu et al. [9], due to constant stress levels, employees can also suffer from health problems, which are also a major cause of job dissatisfaction. This also affects the personal life of the employee, especially their family, which can cause a great deal of conflict in the family, resulting in more stress and dissatisfaction in the workplace [10]. Work-family conflict is what most people are going through these days, and it is hitting their professional and family life. Most of the people are not able to perform up to the mark in their office work and often face a delay in work that causes the progress of the company to be slow. The stress level of the employee is not good for either the company or the employee [10].

Lambert et al.[11] found that there is something else that directly affects the level of satisfaction of employees and that is the lack of commitment on the part of the company. For the sake of work, most of the company has made such commitments that they will not be able to meet in the future. This creates a lot of problems in the near future, where employees feel dissatisfied with their work and feel stress because their commitment is not being fulfilled [11]. Employees trust higher management because of their superiority. However, when they are unable to retain their commitment, the trust between them will be effected and it never is the same as before [12].

Nowadays, market growth is expanding at an unprecedented rate, and the workload and the need to upgrade the production of employees is also increasing [13]. The negative thing that comes with it is the level of stress that is increasing in employees and that is affecting job satisfaction. This is very important because the satisfaction of employees is the key to their level of production, quality of work and commitment to the company [13]. Furthermore, the work environment can also cause a lot of stress on employees, such as unethical practices, harassment and the multicultural environment [13]. All these kinds of stress can have an impact on the performance of the employee's work, as well as on job satisfaction. Thus, this work was done to analyze the relationship between stress and job satisfaction.

METHODOLOGY

This work was done based on quantitative approach. The population sample of this study consisted of educated workers from different industries who worked in private organizations in Jeddah, with a sample size of 116 employees. Data collection was done using survey questionnaire. The Google forms were used as a medium of survey. The questionnaire consisted questions related to demographics and variety of questions related to job satisfaction and stress. All the collected data were analyzed in terms of basic statistics and were presented in graphical form.

Result And Discussion

Demographic Characteristics

Based on Table 1, 62.5% the respondents were female and 37.5% were male. Based on Table 1, in terms of age, 39.4 % of the respondents were aged between 18 to 24 years old, 52.9% were aged between 25 to 40 years old, and 7.7% were aged above 40 years old. In terms of education level, based on Table 1, 3.8% of the respondents have completed less than high school level, 23.1% have completed high school, 61.5 % have completed bachelors degree and 11.5 % have completed masters degree. Based on Table 1, 41.3 % of the respondents were from health care industry, 18.3 % were from technical industry, 18.3 % were from education industry and 22.1 % were from service industry.

Table 1. Age

Variable	Description	Percentage (%)
Gender	Female	62.5
	Male	37.5
Age	18 – 24 years old	39.4
	25 to 40 years old	52.9
	Above 40 years old	7.7
Education Level	Less than high school	3.8
	High school	23.1
	Bachelor's degree	61.5
	Masters' degree	11.5

Type of industry	Medical/ health care	41.3
	Technical	18.3
	Educational	18.3
	Service	22.1

Questionnaire Analysis

In this section, questions related to the between stress and job satisfaction were analyzed. The respondents were asked to identify job satisfaction it from their point of view and their experience they have as employees. Based on Figure 1, there were 5 different factors that the participants had to choose the most relevant, 10.6% of the employees seek to satisfaction in not having too much work and low level of stress, 17.3% are satisfied with the working conditions, whereas that 22% identify it as an opportunity for advancement, 28.8% said it’s a career passion, while the other 21.2% see it as a financial benefit.

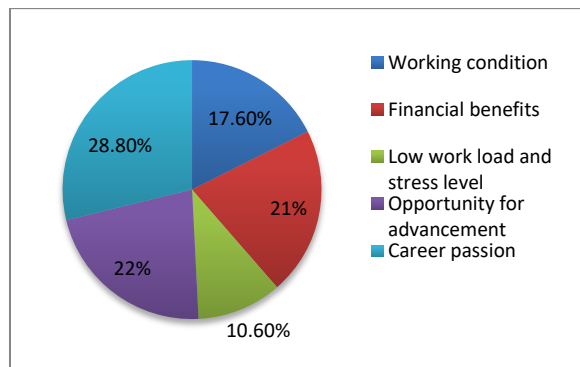


Figure 1.Identifying job satisfaction

Respondents were asked whether a high level of stress had a major impact on the employee's satisfaction and performance. Based on Figure 2, 74 % of the participants agreed that stress had a significant impact on their satisfaction and performance, while only 5.8 % said it did not affect them and the other 20.2 % felt neutral.

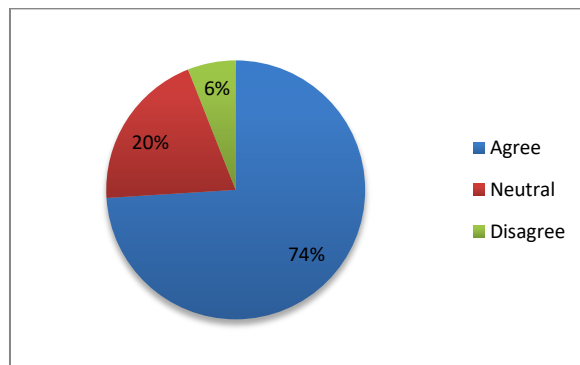


Figure 2 Impact of stress on satisfaction and performance

After identifying the job satisfaction, a question was asked to see if there is a relation when an employee is having a high level of stress does it affect the job satisfaction rate whether it decreases or increases. Based on Figure 3, the results showed that most of the participants with a percentage of 54.8% agreed that as result of a high rate of stress, the job satisfaction rate decreases. While 5.8% of them disagreed and 39.4% feel neutral

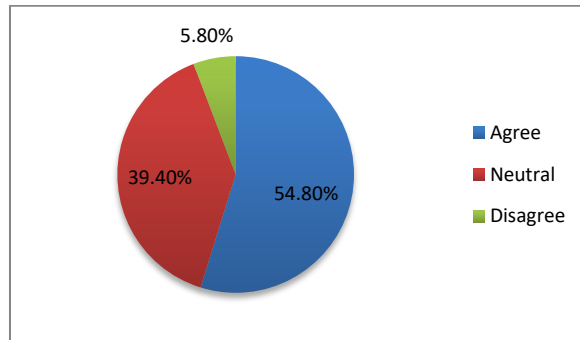


Figure 3 Relationship between stress and satisfaction

Respondents were asked whether there is a relationship between satisfaction and job performances. Based on Figure 4, 74% agreed with the statement while only 2 % disagreed and 24% are neutral about the statement.

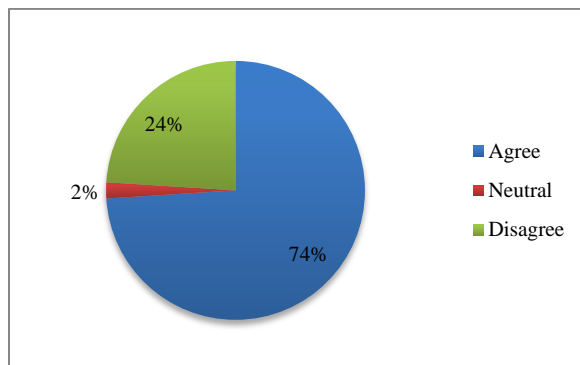


Figure 4 Relationship between satisfaction and job performances

Respondents were the participants if stress influences their body. Based on Figure 5, the responses have shown conclusive results that stress stimulates headache, causes sleep problems, muscle pain and other diseases such as stomach problems, exhaustion, hypertension and high body temperature.

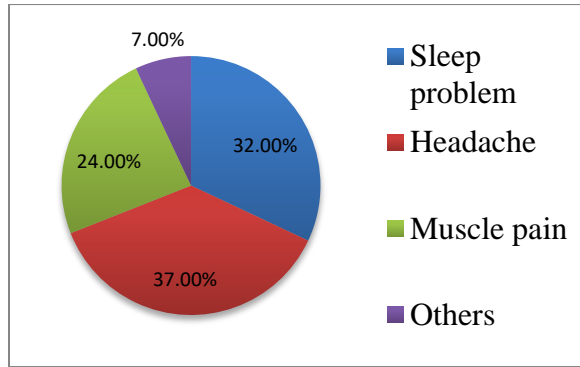


Figure 5 Impact of stress on employees' health

Based on Figure 6, stress can also affects the employee's mood which increases anxiety, anger, depression and it also causes lack of motivation.

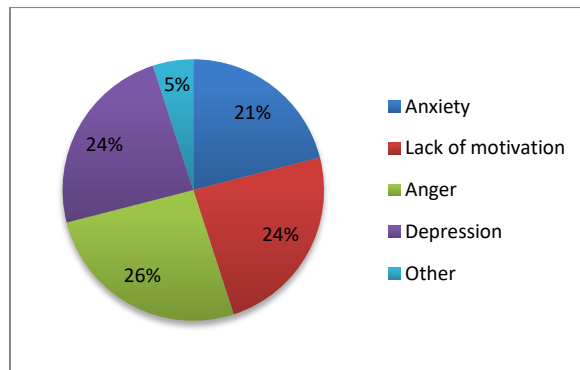


Figure 6 Impact of stress on mood

The questionnaire included a question that states in what are the methods of motivations that motivate the participants the most. Based on Figure 7, 47.1% of them said that they are motivated by the work environment, 28.8% stated that motivation occurs from the incentives the employer gives, while only 24% get motivated by the process itself not by the reward at the end which also called the learning motivations.

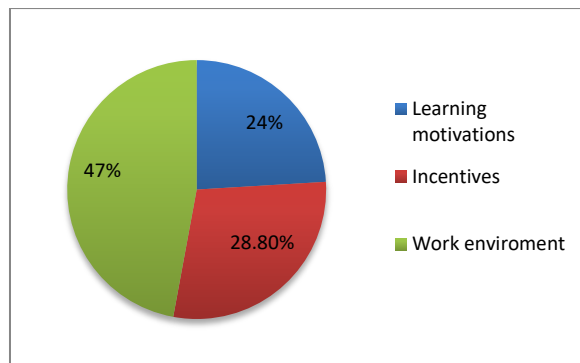


Figure 7.Motivations methods

Furthermore, the respondents were asked related to motivation and its impact on performance that if the employees are still can perform their best even under stress. Based on Figure 8, a huge rate showed that they are agree with a percentage of 70.2%, and 27.9 answered that they feel neutral and they might perform well and they might not, however a percentage of 1.9% they disagreed with it.

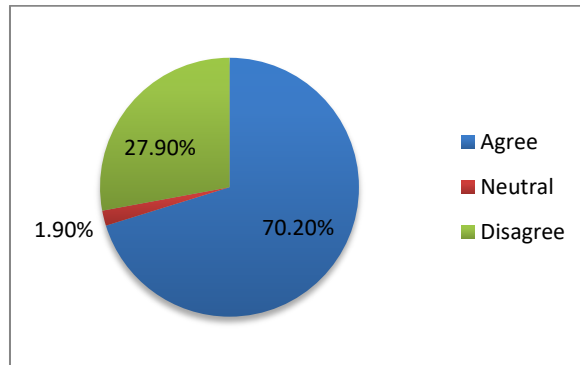


Figure 8. Impact of motivations on performance

The respondents were asked to determine whether they face stress at work and rate the level of it. Based on Figure 9, the results showed positive responses as half of the participants agreed that they feel stress, a 5.8% disagreed while 44.2% feel neutral about facing stress.

There are many factors that may be the reason for increasing stress. Respondents were asked whether they had long working hours. Based on Figure 10, 48 % agreed with the question, 10.6 % disagreed and 41.3 % were neutral.

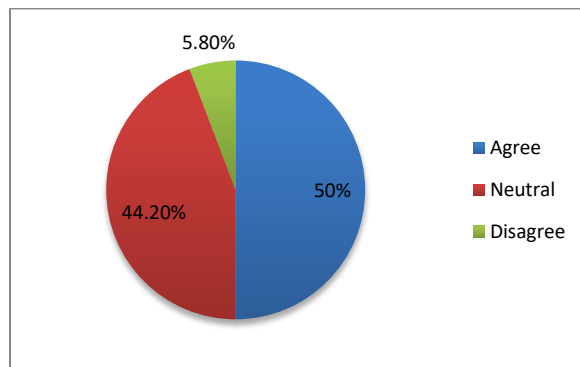


Figure 9 Feeling stress at work

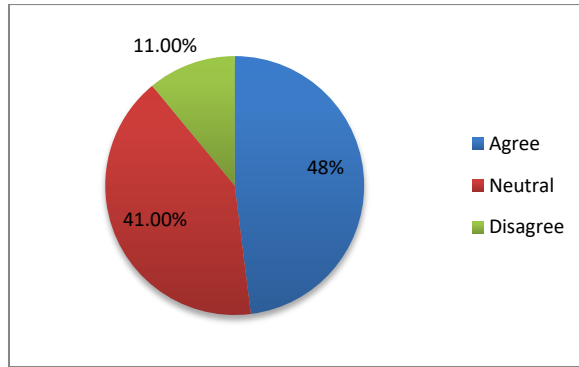


Figure 10 Working hours

A lot of jobs require a lot of hard work and that can be a reason for a high level of stress. As a result, the respondents were asked whether they had been assigned too much work. Based on Figure 11, most of them agreed with the question, with a percentage of 46.2 % and 41.3 % feeling neutral, while the other 12.5 % disagreed.

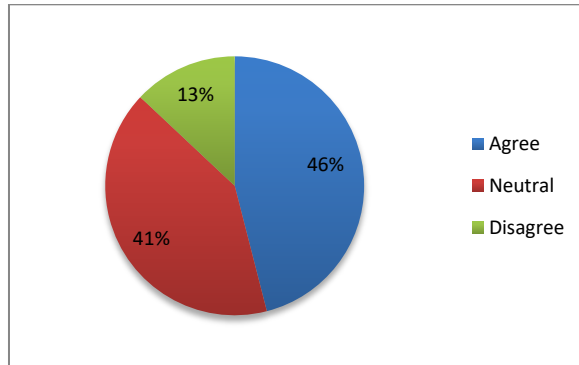


Figure 11.Job characteristics

Time is also a very important factor. Respondents were asked whether they had enough time to complete their tasks and work. On the basis of Figure 11, 36 % indicated that they did not have enough time to complete their work, while 64 % of the participants were divided into those who disagreed and were neutral.

Not having enough rest at work is a major cause of stress. Thus, the respondents were asked whether they had any breaks between their work to rest and relax. Based on Figure 12, half of the participants said they were in agreement with the question, and 26.9% were neutral, while 21.2% disagreed with the question.

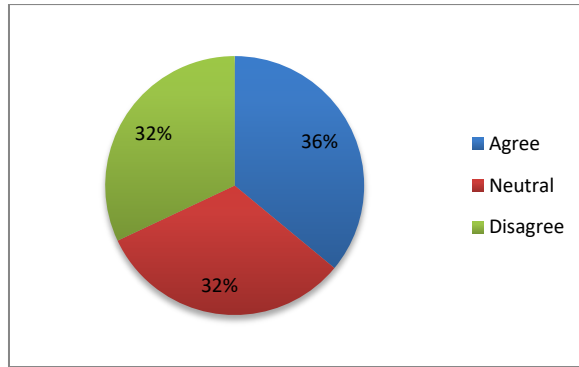


Figure 12 Time

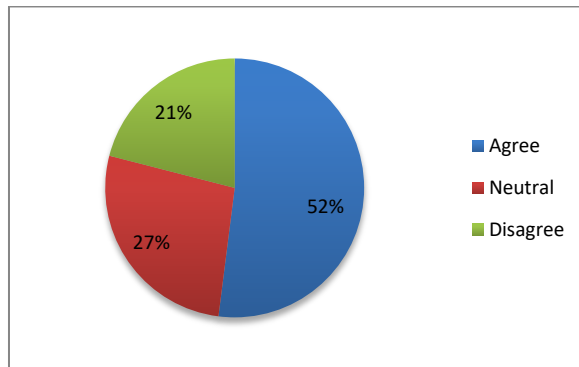


Figure 13 Times

There are several methods to be followed in order to manage stress and avoid its impact on performance and satisfaction. Respondents were asked what they would do to manage and reduce stress. They were given four different options to choose from. Based on Figure 14, the first two elements that were equally divided, which were relaxation techniques and managing time, then socializing with friends and family with high percentage of 29.8 %, then setting time for hobbies was the least of them with a percentage of 21.2% and 3 % was for other options.

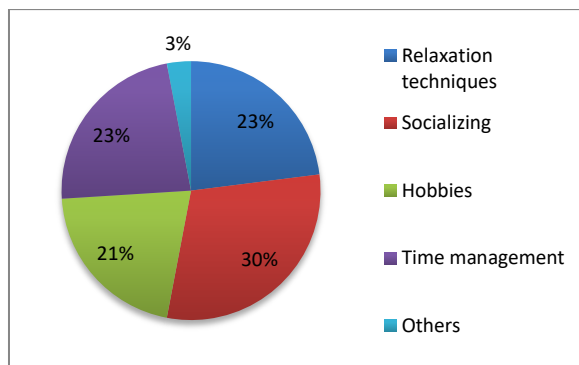


Figure 14. Stress managing methods

Overall Discussion

This study examined the impact of work-related stress on the job satisfaction of employees. The findings of this work have shown that the impact of stress on job satisfaction and employee performance is significant. Results have shown that stress can increase or decrease the level of job satisfaction. According to quantitative results, stress has a negative impact on satisfaction as it decreases when the stress rate is high. Results have shown that, since stress affects satisfaction, therefore performance will also be affected. Hence, it is deduced that the satisfied worker is the most productive worker. Moreover, the results have shown that there are several circumstances in which the level of stress increases and performance is affected.

This happens when the employee is assigned too much work and does not have enough time to complete the work. In addition, long working hours and not enough rest breaks create stress and affect the performance of the employee. Motivation is an important method of having a productive worker as it has an effect on performance. According to the results, when employees are motivated, they can produce more and their performance is increased. Qualitative results have shown that one of the most effective methods of motivating employees is to provide incentives, such as higher salaries and bonuses, and a good working environment. The outcome of this work is inline with the work of Yoshifumi et al. [14] where it was confirmed that there is relationship between work stress and job satisfaction among employees. The findings of Yoshifumi et al. [14] have shown that employees with high stress have shown low job satisfaction. In addition, Ramli's work [15] has shown that job stress can be managed through practical management and motivation, which will lead to increased job satisfaction among employees.

CONCLUSION

This study showed the importance of the impact of stress on both employee satisfaction and performance. The main objective of this research was to determine the relationship between stress and job satisfaction. The findings of this work have shown that there is relationship between employee job satisfaction and stress. Stress has a key influence and effect on the satisfaction of employees at work. In addition, employee satisfaction is a significant factor that affects performance. Therefore, the organization must ensure that the stress levels among employees are well managed by ensuring their job satisfaction. For future works, the authors recommend collecting data from a wider range and from other regions of Saudi Arabia in order to generalize the results of this study.

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