

## **Role of Job Stress on Job Satisfaction**

**Monica Munjal Singh,**

Associate Professor,  
Department of Social Sciences,  
Panjab University, Chandigarh, India.

**Mohammad Amiri,**

Ph.D. Research Scholar,  
Department of Social Sciences,  
Panjab University, Chandigarh, India.

**Sherry Sabbarwal,**

Professor,  
Department of Sociology,  
Panjab University, Chandigarh, India.

### **ABSTRACT**

*Human resources are one of the most important sources of any organization and should be given special attention to identifying the factors that affect their productivity. Stress is a type of physical and psychological burnout that arises from workplace problems due to a mismatch of work needs and desires with one's abilities. Stress is one of the problems of today's organizations and can create huge costs for the organization. Occupational stress affects one's personal and occupational life. Occupational stress has a variety of symptoms, including physical, psychological, behavioral. Stress disrupts psychological balance and has different consequences. One of the psychological consequences of job stress is a decrease in job satisfaction that leads to quitting and quitting jobs and reduces one's commitment to the organization. Job satisfaction is the kind of attitude that one has to work. Job satisfaction increases one's productivity and commitment to the organization enhances one's physical and mental health and brings satisfaction to one's life. The purpose of this study was to investigate the role of job stress on job satisfaction.*

**Keywords:** employees; job stress; job satisfaction; organization; stress; physical and psychological problems.

### **INTRODUCTION:**

One of the most important assets of any human resources of an organization is its high productivity and better efficiency in the organization. Every human being spends many hours of his or her life in the workplace, and the atmosphere at workplace can have a profound impact on one's personal life. Occupational stress and dissatisfaction can make a person sick. Stress is a psychological disorder and the purpose of this study is to investigate the effects of job stress on job satisfaction. Occupational stress is a type of anxiety and depression that arises from being in the workplace and has different consequences for the individual. Stress is a problem for today's organizations and can impose a heavy cost on the organization. One of these consequences of job stress is job dissatisfaction that results in leaving the workplace, absenteeism, underemployment, lack of time in the workplace and so on. These factors lead to low labor productivity and the organization will not perform well. The better an organization is able to clear the workplace from stress and develop a positive attitude towards its work and to create the right conditions for job satisfaction, the better it can achieve its goal of high productivity and efficiency. Job satisfaction, according to many experts, is one of the most challenging organizational concepts and the basis of many management policies to increase organizational productivity and efficiency. Depressed individuals with high attachment experience higher levels of stress (Bottonari et al., 2007). Job satisfaction is influenced by attachment styles, physical intelligence and job stress. People with anxiety-related stress are more likely to have a job. There is a negative correlation between anxiety attachment

style and job satisfaction. That is, the higher the stress level, the less job satisfaction. Job stress can predict job satisfaction. Self-control is the only component of emotional intelligence that plays an important role in projecting job satisfaction (Ahsan et al. 2009).

Some of the limitations of the organization, such as the physical conditions of the workplace, impede the optimal performance of employees. Salaries are the biggest obstacle to employee job satisfaction. The lower the salary level, the lower the job satisfaction among employees.

Research on stress and job satisfaction in treatment staff has found a significant relationship between stress and job satisfaction in these people (Bartram et al., 2004). By reducing different aspects of job stress such as interpersonal relationships, physical conditions, and job interest, one can increase the level of job satisfaction. There is a relationship between job satisfaction and job stress and its related factors. Occupational Stress; occupational stress can be attributed to a combination of stressors and similar conditions, and most people agree that it is stressful. In other words, job stress is the stress that one endures in the workplace. Occupational stress arises when conditions in which the workplace expects the individual to exceed the ability and resources of the individual and increase the pressure on the individual. Stress can lead to poor health and even injury. The word stress is derived directly from the Latin word meaning impression, pressure and tiredness. It is a rapidly expanding term and has become one of the more common terms of recent measurement.

The 1973 Glossary of Behavioral Sciences defines psychological stress as a type of physical or psychological stress that causes changes in the autonomic nervous system. Psychological stress is a type of stressful situation that imposes limitless demands on the person. Psychological stress may be greater than the ability to adapt to living things. In the book Psychology, the word stress has been used to mean stress, emotional stress. From a medical point of view, stress is the "rate of physical exhaustion". Stress can cause a variety of illnesses, depression, discomfort and suffering. As a psychological phenomenon, stress is a condition that most of us face in daily life whether in the family or in the community and the environment.

## **SYMPTOMS OF OCCUPATIONAL STRESS:**

In general symptoms of occupational stress are following as:

### **Psychological symptoms:**

Those are the emotional and cognitive problems that arise from occupational stress disorders. Job dissatisfaction is one of the most common consequences of job stress. A person who is reluctant and delayed by a job that is dissatisfied with his job, and sees little reason to do it well. Other psychological symptoms include depression, anxiety, boredom, frustration, isolation, and hatred (Amiri, 2018).

### **Physical symptoms:**

These symptoms can be more difficult to diagnose because while certain working conditions are associated with certain illnesses and physical disabilities, it is difficult to understand to what extent these illnesses are merely a result of occupation and the extent of other aspects of one's life (Rosch, 1984). However, research evidence suggests that there is always a relationship between occupational stress and symptoms and physical illnesses (Singh, Amiri, & Sabbarwal, 2017). One of the most common symptoms of physical illness related to occupational stress is cardiovascular disease.

### **Behavioral symptoms:**

they are separated in two groups:

The first group are symptoms that can be said directly to the employed person himself. These include behaviors such as refusal to work, alcohol and drug abuse, binge eating or anorexia, conflicting behaviors toward colleagues or family members, and interpersonal problems in general.

The second set of behavioral symptoms relates to the organization or office, including absenteeism, job loss, increased work-related accidents, and lack of productivity.

### **Stressful factors in the organization:**

Discrimination in the workplace, lack of job security, over-sensitivity to getting things done correctly Excessive workload, lack of feedback. frequent displacement and misplaced expectations, issues and problems economic, long working hours are stressful factors in the organization.

### **Job Satisfaction:**

Some people enjoy their jobs and spend all their energy while others experience stress and discomfort in the workplace and have job dissatisfaction. Job satisfaction is an attitude that one has about his / her work and this attitude is derived from one's perception. There are various definitions of job satisfaction. One of these definitions is based on the psychological factor. A person satisfied with his / her job is more likely to adapt to his / her job and work environment, meaning that the person will be satisfied with his / her job provided that the job is enjoyable and desirable. Another group of scientists consider job satisfaction as multidimensional and multifactorial, consisting of psychological, physical and social factors, meaning that if there are several factors together that will make a person happy and satisfied, then the person is satisfied with their job. Managers should consider job satisfaction and consider it important because the person who is dissatisfied with the organization will be delayed or absent, but the person satisfied with the job will be more productive and will be committed to the organization. Satisfied employees have been shown to be healthier and live longer. Dissatisfied people are prone to a variety of diseases, from headaches to heart disease. Job satisfaction is a phenomenon that transcends the boundaries of the organization and the company and its effects are observed in the private life of the individual and outside the organization. A satisfied employee will bring joy from the organization to the home and community.

### **FACTORS OF JOB SATISFACTION AMONG EMPLOYEES AT WORKPLACE:**

#### **Working conditions:**

Employees spend a lot of time during the week, so companies should try to improve working conditions. Factors such as providing an open and spacious work environment rather than a confined space, comfortable and standard furniture, and adequate lighting make for better working conditions.

#### **Opportunities for improvement:**

If employees find that they have a way and a chance to advance in their careers, they will feel more satisfied with their current job and know that by accepting more responsibilities, there will be more reward (Cameron et al., 1994). Many companies encourage their employees to learn more and more important skills in order to create more opportunities for improvement; for example, many companies and organizations typically accept the costs of training and university education.

#### **Workload and stress:**

Having heavy responsibilities, high workloads, and deadlines that seem impossible to accomplish can even hurt job satisfaction for even the most dedicated and committed employees.

#### **Mutual respect between employees:**

Employees like to treat their colleagues with respect. An unfriendly work environment and working with rude and aggressive people are factors that reduce job satisfaction.

#### **Communication with managers and supervisors:**

Competent and efficient managers know that their employees need appreciation, rewards, and encouragement for their efforts and achievements. Employees also need to know that their manager and supervisor are always open to discussing their issues and concerns, issues that affect employees' ability and efficiency and threaten their job satisfaction.

#### **Financial rewards**

In addition to the salary the employee receives, his or her view of justice and fairness in pay and benefits is also effective in terms of job satisfaction.

### **CONCLUSION:**

The impact of job stress on work and employee has been considered in recent decades because it is the most important source of any human resource organization and organizations must provide the mental and physical comfort of their employees so that the highest quality Performance will work and the organization will achieve maximum productivity. Up to ninety-nine percent of studies on job stress and job satisfaction confirm the relationship between the two, and consider job stress to be effective on job satisfaction and reverse the relationship and direction of the two. Based on research, we can say that job stress that has a direct impact on

psychology and psychological factors can affect different aspects of occupational life, especially job satisfaction. Studies have shown that stress has a negative effect on job satisfaction and increases in it can decrease job satisfaction, delay and absenteeism, and even lead to job abandonment. Reducing job stress also reduces organizational commitment.

## REFERENCES:

- Ahsan, N.; Abdollah, Z.; Gun Fie D.V. & Alam, S.S. (2009). A study of job stress on job satisfaction among university staff in Malaysia. Empirical stud. *European journal of social sciences* 1(1). Retrieved from [https://www.researchgate.net/profile/Syed\\_Alam17/publication/268300481\\_A\\_Study\\_of\\_Job\\_Stress\\_on\\_Job\\_Satisfaction\\_among\\_University\\_Staff\\_in\\_Malaysia\\_Empirical\\_Study/links/54f547050cf2ba61506565db.pdf](https://www.researchgate.net/profile/Syed_Alam17/publication/268300481_A_Study_of_Job_Stress_on_Job_Satisfaction_among_University_Staff_in_Malaysia_Empirical_Study/links/54f547050cf2ba61506565db.pdf)
- Amiri, M. (2018). Occupational Stress among Information Technology Employees in Chandigarh city, *National Conference on New Approaches to Management, Economics, & Accounting*, Tehran, Iran. Retrieved from [https://www.researchgate.net/publication/331132710\\_astrs\\_shghly\\_dr\\_myran\\_karknan\\_fnawry\\_atlaaat\\_shhr\\_chndygr\\_hnd](https://www.researchgate.net/publication/331132710_astrs_shghly_dr_myran_karknan_fnawry_atlaaat_shhr_chndygr_hnd)
- Bartram, T., Joiner, T. A., & Stanton, P. (2004). Factors affecting the job stress and job satisfaction of Australian nurses: implications for recruitment and retention. *Contemporary Nurse*, 17(3), 293-304. Retrieved from <https://www.tandfonline.com/doi/abs/10.5172/conu.17.3.293>
- Bottonari, K. A., Roberts, J. E., Kelly, M. A., Kashdan, T. B., & Ciesla, J. A. (2007). A prospective investigation of the impact of attachment style on stress generation among clinically depressed individuals. *Behaviour Research and Therapy*, 45(1), 179-188. Retrieved from <https://www.semanticscholar.org/paper/A-prospective-investigation-of-the-impact-of-style-Bottonari-Roberts/2e66a5b84709c31729a20eab4add86df60126349>
- Cameron, J., & Pierce, W. D. (1994). Reinforcement, reward, and intrinsic motivation: A meta-analysis. *Review of Educational research*, 64(3), 363-423. Retrieved from <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.848.8473&rep=rep1&type=pdf>
- Rosch, P. J. (1984). The health effects of job stress. *Business and health*, 1(6), 5-8. Retrieved from <https://europepmc.org/abstract/med/10266080>
- Singh, M. M., Amiri, M., & Sabbarwal, S. (2017). Occupational Stress on Employees in Information Technology Organizations, *Asian Journal of Social Sciences & Humanities*, Vol.6(3), pp. 103-110. Retrieved from [http://www.ajssh.leena-luna.co.jp/AJSSHPDFs/Vol.6\(3\)/AJSSH2017\(6.3-12\).pdf](http://www.ajssh.leena-luna.co.jp/AJSSHPDFs/Vol.6(3)/AJSSH2017(6.3-12).pdf)

----