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A Study of Job Stress and Job Satisfaction among Universities Faculty in Lahore, Pakistan

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Abstract - Job is an essential part of life. Quality of life is affected if one is not satisfied with the job. Stress on job can actually affect the efficacy & efficiency of a person. This research paper examined the relationship between job stress and job satisfaction among the faculty members of universities in Lahore, Pakistan. Variables used to assess the level of stress and satisfaction includes management role, workload pressure, role ambiguity, and performance pressure. Questionnaire was used to extract the information. SPSS 16.0 was used to analyze the data. Results concluded that employees highly satisfied with their jobs (13.5%) or who were highly stressed on their jobs were few (2.5%); most of the employees were however averagely satisfied on each variable used in questionnaire to assess the level of job stress and job satisfaction.

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I. INTRODUCTION

Job is an essential part of life, where different factors affect people. Job life is one of the important parts of our daily lives which cause a great deal of stress if employee is not satisfied with his/her job. Due to the competitive nature of the job most of the people in the world are doing their jobs with professional competence ignoring the stressor which influences their work and life. Usually people are more worried about outcome of their work but not consider facts that actually hinder their efficiency and affect overall quality of their life.

Job satisfaction and stress are inter-related things. If a person is stressed on his job and is not satisfied he will not be able to deliver 100% so efficiency will be affected. Good organizations try that such an environment should be provided to their employees that they remain satisfied and unstressed with aim that their organizations excel to the maximum. Those organizations that do not care their employees get ultimately vanished from this global market of competition. There are various parameters which effect the employee – organization / employer relationship. Job timings, work load, number of employees verses load, less armamentarium, employer attitude, peers attitude, pay, bonus, shares and holidays are the few of

the important factors which can lead to stressed job environment and less then 100% efficiency. This is a golden rule that until and unless input is 100% output cannot be approaching 100%. Various surveys have been conducted nationally and internationally to assess employers employee relationship, peers relationship, level of job satisfaction, with the aim to increase the satisfaction at work place and improve the efficiency of the organization which has lead to improvement in employee-employer relationship to some extent. It is also worth mentioning that sometimes stress from home complicate job but that phase is usually temporarily. Most of the stressors come form job environment which has impact on the job. Purpose of this study was to access level of job satisfaction and job stress among the faculty of the universities of Lahore, Pakistan.

II. LITERATURE REVIEW

Ahsan N et al found in their study that job stress, job satisfaction and overall performance in work depend upon management role, work pressure and role ambiguity (2009). Bytyqi F et el in their study examined employees' level of work stress, job satisfaction and organizational commitment and the impact these workplace dimensions have in one another and concluded high level of job satisfaction, organization commitment and work stress (2010). Khalid S and Irshad MZ examined five components of job satisfaction; work, pay, promotion, salary, and recognition besides overall job satisfaction. The results of their study revealed that employees of private banks were more satisfied with pay, recognition, and working hours as compared to public sector bank employees. Whereas, the employees of public sector were satisfied with job security as compared to private sector bank employees (2010)

Ram N defined in his study that most of the managers who were working within the different organizations were under stress. Results showed that 80% of the mangers do not fully utilize their potential because of the stress (2011). Jiunn-woei liana et el defined the information system that MIS focused on job stress and job satisfaction and found that Job stress was the source of burnout and turnover of IS employees and there existed a negative relationship between job stress and job satisfaction of IS employees (2007). Kerry F and James W in their study adopted Sparks and Cooper's job-specific model of stress and concluded

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that a general model of stress is unhelpful in identifying the predictors of stress and job satisfaction in specific job contexts. Instead, the authors recommended identifying salient workplace dimensions rather than a broad-brush approach when seeking workplace associations with stress (2002). Mrs. Vishal S analyzed the influence of various factors leading to job stress and job satisfaction like advancement in technology, management information system and IT. Due to these factors the performance of the employees was being affected (2011).

Villanueva et al discussed the relationship between the occupational stresses of employees in small and medium SMEs and their intention to leave the organization (2009). Nadeem, M analyzed in his study that there were different factors that causes stress among the private and public banks employees; overload, role authority, role conflict and lack of senior level support contribute more to the occupational stress. Timing was the main factor because there was unlimited off time (2001). Abdullah, Madi .Muhammad et al described the work dimension factors comprising pay, working condition, co-workers, promotion, work its self and supervision and concluded that secondary school teachers in Taiwan were generally satisfied with their job. Graduate student were more satisfied than non graduate students (2009).

III. OBJECTIVES

- To access level of job satisfaction and job stress among the faculty members of the universities of Lahore, Pakistan.
- To identify determinates of job stress

IV. METHODOLOGY

a) Sample

The population for this study composed of faculty in the universities. The target population of the study was universities of Lahore, Pakistan. Sample size for the study was 155. A survey instrument in the form of close ended questionnaire was developed for the purpose of collection of data for the study. A total of 155 respondents were selected as a sample of the study from universities. These respondents come from the various faculties in order to give better mixture about job stress and job satisfaction. The participants were 44% female and 56% male.

b) Instrument Development

Instrument used in this study was composed of 2 parts. The first part deals with job satisfaction and second part deals with job stress. The scale which has been used for the measurement of job satisfaction indicate 1 "strongly agree", 2 "agree", 3 "Somewhat agree", 4 "Somewhat Disagree", 5 "disagree" and for the measurement of job stress 1 "No Stress", 2 "Slight Stress", 3 "Moderate Stress" 4 "High Stress", 5 "Excessive Stress"

V. DATE ANALYSIS

The study was conducted on 155 university employees to access their level of job satisfaction. It was found that on the basis of variables assessed on the questionnaire most of the employees were satisfied with their jobs. However the employees who enjoy their jobs or who were poorly satisfied with the job environment forms statistically insignificant portion as shown in Table No. 1.

Table 1 : Job Satisfaction Questions

| Questions | Satisfaction with organization's Management (%) | Professionalism (%) | Satisfaction with facilities / Income (%) | Respectable Nature of Job (%) | Job Demands too Much Physically and Mentally (%) |
|-------------------|---|---------------------|---|-------------------------------|--|
| Strongly Agree | 6.5 | 31.0 | 9.0 | 19.4 | 21.9 |
| Agree | 40.0 | 38.1 | 20.6 | 52.3 | 30.3 |
| Somewhat Agree | 30.3 | 24.5 | 36.1 | 20.6 | 24.5 |
| Somewhat Disagree | 14.8 | 2.5 | 14.2 | 3.9 | 16.1 |
| Disagree | 8.4 | 3.9 | 20.0 | 3.9 | 7.1 |

It was found that on the basis of variables assessed on the questionnaire most of the employees were either slightly stressed or moderately stressed and thus were overall satisfied with their jobs (71%).

However the employees who enjoy their jobs (13.5%) or who were over stressed (2.5%) with the job environment forms statistically insignificant portion as shown in Table No. 2

Table 2 : Job Stress

| Questions Stress | Relationship with faculty (%) | Performance Evaluation by employer (%) | Pressure from comparison with colleagues performance (%) | Job Assignments (%) | Insufficient salary (%) | Assess Level of Stress in our job (%) |
|---------------------|-------------------------------|--|--|---------------------|-------------------------|---------------------------------------|
| No Stress | 30.3 | 28.4 | 34.8 | 38.1 | 15.5 | 13.5 |
| Slight Stress | 34.2 | 25.8 | 24.5 | 35.5 | 23.2 | 38.1 |
| Moderate Stress | 27.1 | 31.0 | 26.5 | 18.7 | 26.5 | 32.9 |
| High Stress | 2.6 | 11.6 | 9.0 | 7.7 | 21.9 | 12.3 |
| Excessive Stress | 5.8 | 3.2 | 5.2 | 00.0 | 12.9 | 3.2 |

Reliability

The internal reliability of the item was compared by using reliability test, i.e. the data is reliable or not. The percentage reliability is .736 and this value is showing that the data is reliable.

A Theoretical Frame Work

Factors that affect the job satisfaction and job stress have been presented diagrammatically in figure 1.

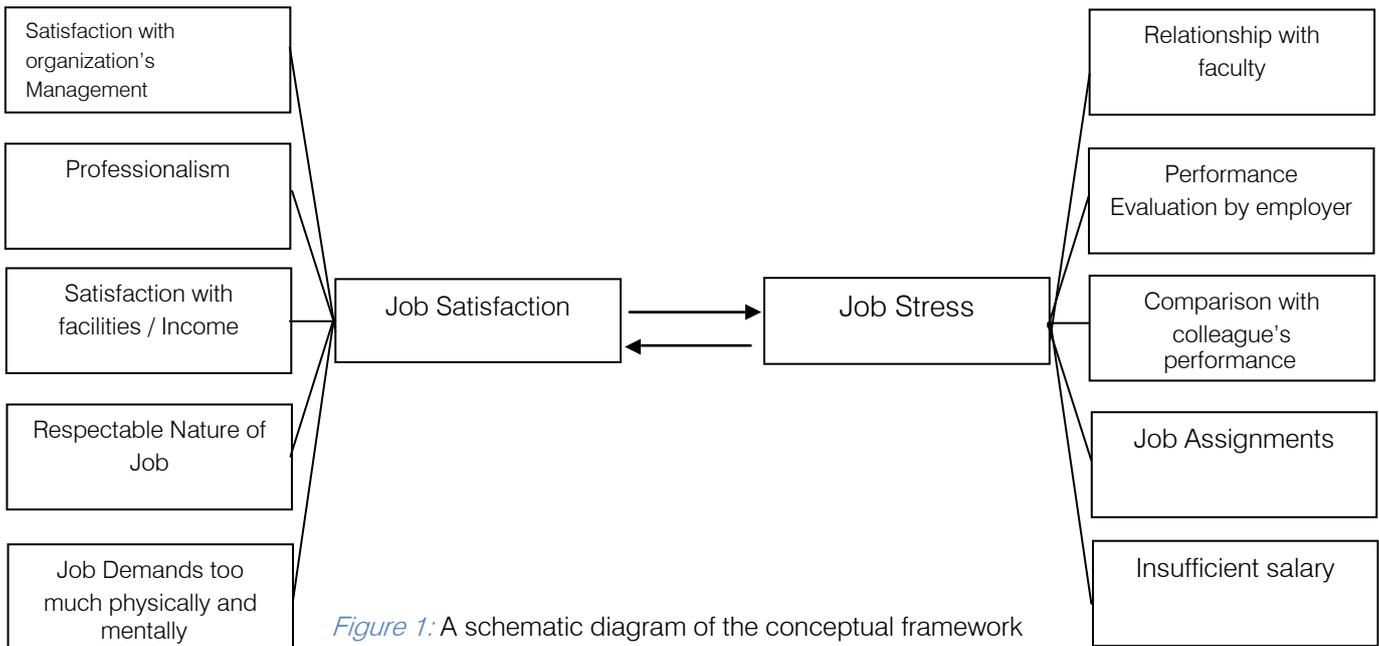


Figure 1: A schematic diagram of the conceptual framework

This study infers that mutual relationship exists between job stress and job satisfaction

Table 3 : Chi-square analysis

| S.No. | Variables | Chi-values | P-Values |
|-------|--|------------|----------|
| 1. | Satisfaction with organization's Management | 19.343 | .001* |
| 2. | Professionalism | 6.553 | .162 |
| 3. | Satisfaction with facilities / Income | 79.871 | .000* |
| 4. | Respectable Nature of Job | 32.129 | .000* |
| 5. | Job Demands too Much Physically and Mentally | 18.586 | .001* |
| 6. | Relationship with faculty | 6.007 | .199 |
| 7. | Performance Evaluation by employer | .566 | .967 |
| 8. | Pressure from comparison with colleagues performance | 7.246 | .123 |
| 9. | Job Assignments | 3.312 | .346 |
| 10. | Insufficient salary | 5.902 | .207 |

VI. DISCUSSION

Factors which have impact on job satisfaction and job stress in university employees were tested in 155 faculty members by a set of questionnaire shown diagrammatically in Figure 1. The P values are >0.05 are shown that there is significant relationships between job stress and job satisfaction as well as the values are <0.05 are showing that there is no significant relationship between job stress and job satisfaction in Table 3. This study revealed that most of the employees were satisfied with their jobs however they were either slightly or moderate stressed from their job environment. The scale which was used for the measurement of job satisfaction indicate 1 "strongly agree", 2 "agree", 3 "Somewhat agree", 4 "Somewhat Disagree", 5 "disagree" and for the measurement of job stress 1 "No Stress", 2 "Slight Stress", 3 "Moderate Stress" 4 "High Stress", 5 "Excessive Stress".

It was concluded that employees were mostly satisfied with their jobs and committed to their organizations. The level of satisfaction was dependent on: Satisfaction with organization's Management: The previous study revealed that most of the employees were satisfied with employer's role (p-value 0.001). This study revealed that professional approach during job by employer, peers and employee himself has statistically significant impact on level of job satisfaction Facilities / Income; This study revealed that proper facilities at job, salary, bonus, shares etc lead to a positive impact on level of job satisfaction (p-value 0.000) Respectable Nature of Job lead to satisfied faculty members as revealed by this study (p-value 0.000). Work Load; Several studies have highlighted the deleterious consequences of work overload. A study of work stress among professionals found that teachers were most likely to experience work overload and that is one of the cause of work stress. As expected, the results of this study showed that the relationship between workload pressure and job satisfaction was significant with (p-value 0.001). It was concluded that employees were mostly satisfied with their jobs and committed to their organizations but feel stressed due to the following facts: a) Performance Evaluation by employer and b) Pressure from comparison with colleagues' performance. The results in this study were in line with the results found. Relationship with other faculty members; Results of this study showed that the association between relationship with other faculty members and job stress was not significant with ($p=0.199$). The study revealed that job assignments and work load pressures had an significant impact on job stress e) Insufficient facilities / salary (p-value 0.207); Most of the employees were satisfied with their pays and other facilities.

VII. CONCLUSION

It is concluded that employees highly satisfied with their jobs (13.5%) or who were highly stressed on their jobs were few (2.5%). Most of the employees were however averagely satisfied on each variable used in questionnaire to assess the level of job stress and job satisfaction.

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