

1 A Study of Job Stress and Job Satisfaction among Universities 2 Faculty in Lahore, Pakistan

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7 **Abstract**

8 Job is an essential part of life. Quality of life is affected if one is not satisfied with the job.
9 Stress on job can actually affect the efficacy efficiency of a person. This research paper
10 examined the relationship between job stress and job satisfaction among the faculty members
11 of universities in Lahore, Pakistan. Variables used to assess the level of stress and satisfaction
12 includes management role, workload pressure, role ambiguity, and performance
13 pressure. Questionnaire was used to extract the information. SPSS 16.0 was used to analyze
14 the data. Results concluded that employees highly satisfied with their jobs (13.5
15

16

17 **Index terms**— Job Stress, Job Satisfaction, University faculty members

18 **1 I. INTRODUCTION**

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

24 Job satisfaction and stress are inter-related things. If a person is stressed on his job and is not satisfied he
25 will not be able to deliver 100% so efficiency will be affected. Good organizations try that such an environment
26 should be provided to their employees that they remain satisfied and unstressed with aim that their organizations
27 excel to the maximum. Those organizations that do not care their employees get ultimately vanished from this
28 global market of competition. There are various parameters which effect the employee -organization / employer
29 relationship. Job timings, work load, number of employees verses load, less armamentarium, employer attitude,
30 peers attitude, pay, bonus, shares and holidays are the few of the important factors which can lead to stressed job
31 environment and less then 100% efficiency. This is a golden rule that until and unless input is 100% output cannot
32 be approaching 100%. Various surveys have been conducted nationally and internationally to assess employers
33 employee relationship, peers relationship, level of job satisfaction, with the aim to increase the satisfaction at
34 work place and improve the efficiency of the organization which has lead to improvement in employee-employer
35 relationship to some extent. It is also worth mentioning that sometimes stress from home complicate job but
36 that phase is usually temporarily. Most of the stressors come from job environment which has impact on the job.
37 Purpose of this study was to access level of job satisfaction and job stress among the faculty of the universities
38 of Lahore, Pakistan.

39 **2 II. LITERATURE REVIEW**

40 Ahsan N et al found in their study that job stress, job satisfaction and overall performance in work depend upon
41 management role, work pressure and role ambiguity (2009). Bytyqi F et al in their study examined employees'
42 level of work stress, job satisfaction and organizational commitment and the impact these workplace dimensions

7 A THEORETICAL FRAME WORK

43 have in one another and concluded high level of job satisfaction, organization commitment and work stress
44 (2010). Khalid S and Irshad MZ examined five components of job satisfaction; work, pay, promotion, salary,
45 and recognition besides overall job satisfaction. The results of their study revealed that employees of private
46 banks were more satisfied with pay, recognition, and working hours as compared to public sector bank employees.
47 Whereas, the employees of public sector were satisfied with job security as compared to private sector bank
48 employees (2010)

49 Ram N defined in his study that most of the managers who were working within the different organizations
50 were under stress. Results showed that 80% of the managers do not fully utilize their potential because of the
51 stress (2011). Jiunn-woei liana et al defined the information system that MIS focused on job stress and job
52 satisfaction and found that Job stress was the source of burnout and turnover of IS employees and there existed
53 a negative relationship between job stress and job satisfaction of IS employees (2007).Kerry F and James W
54 in their study adopted Sparks and Cooper's job-specific model of stress and concluded that a general model of
55 stress is unhelpful in identifying the predictors of stress and job satisfaction in specific job contexts. Instead,
56 the authors recommended identifying salient workplace dimensions rather than a broad-brush approach when
57 seeking workplace associations with stress (2002).Mrs. Vishal S analyzed the influence of various factors leading
58 to job stress and job satisfaction like advancement in technology, management information system and IT. Due
59 to these factors the performance of the employees was being affected (2011).

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

68 3 III. OBJECTIVES

69 ? To access level of job satisfaction and job stress among the faculty members of the universities of Lahore,
70 Pakistan.

71 ? To identify determinates of job stress

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

78 4 b) Instrument Development

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

83 V.

84 5 DATE ANALYSIS

85 The study was conducted on 155 university employees to access their level of job satisfaction. It was found
86 that on the basis of variables assessed on the questionnaire most of the employees were satisfied with their
87 jobs. However the employees who enjoy their jobs or who were poorly satisfied with the job environment forms
88 statistically insignificant portion as shown in Table No It was found that on the basis of variables assessed on the
89 questionnaire most of the employees were either slightly stressed or moderately stressed and thus were overall
90 satisfied with their jobs (71%).

91 However the employees who enjoy their jobs (13.5%) or who were over stressed (2.5%) with the job environment
92 forms statistically insignificant portion as shown in

93 6 Reliability

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

96 7 A Theoretical Frame Work

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

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

99 8 DISCUSSION

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

108 It was concluded that employees were mostly satisfied with their jobs and committed to their organizations.
109 The level of satisfaction was dependent on: Satisfaction with organization's Management: The previous study
110 revealed that most of the employees were satisfied with employer's role (p-value 0.001). This study revealed that
111 professional approach during job by employer, peers and employee himself has statistically significant impact on
112 level of job satisfaction Facilities / Income; This study revealed that proper facilities at job, salary, bonus, shares
113 etc lead to a positive impact on level of job satisfaction (p-value 0.000) Respectable Nature of Job lead to satisfied
114 faculty members as revealed by this study (p-value 0.000). Work Load; Several studies have highlighted the
115 deleterious consequences of work overload. A study of work stress among professionals found that teachers were
116 most likely to experience work overload and that is one of the cause of work stress. As expected, the results of this
117 study showed that the relationship between workload pressure and job satisfaction was significant with (pvalue
118 0.001). It was that employees were mostly satisfied with their jobs and committed to their organizations but feel
119 stressed due to the following facts: a) Performance Evaluation by employer and b) Pressure from comparison
120 with colleagues' performance. The results in this study were in line with the results found. Relationship with
121 other faculty members; Results of this study showed that the association between relationship with other faculty
122 members and job stress was not significant with ($?=0.199$). The study revealed that job assignments and work
123 load pressures had an significant impact on job stress e) Insufficient facilities / salary (p-value 0.207); Most of
124 the employees were satisfied with their pays and other facilities.

125 VII.

126 9 CONCLUSION

127 It is concluded that employees highly satisfied with their jobs (13.5%) or who were highly stressed on their jobs
128 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. ^{1 2 3}

1

Questions	Satis- faction	Satisfaction with organization's Management (%)	Professiona Satisfaction (%)	Satisfaction with facilities / Income (%)	Respectable Nature of Job (%)	Job too Much Physically and Mentally (%)	Demands
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		

[Note: A Study of Job Stress and Job Satisfaction among Universities Faculty in Lahore, Pakistan]

Figure 1: Table 1 :

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9 CONCLUSION

No

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	0.0	12.9	3.2

Figure 2: Table No

3

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

Figure 3: Table 3 :

2

performance
mentally

Figure 4: Table 2 :

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