



## Effect of Stress and Work culture on Job Satisfaction with Special reference to employees in Public Sectors

### KEYWORDS

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**ABSTRACT** *Work place stress is relatively a latest trend of contemporary life. The characteristics of work have undergone radical changes over the last century and it is still shifting at a twister pace. Stress occurs in more or less all lines of work, starting from a pilot to sales manager. It is a never ending syndrome originating from circumstances in the place of work that pessimistically affects a person's performance and or well-being of his body and intellect on the whole. Some time it leads to job dissatisfaction in their job as well as in their family. Job satisfaction is a crucial phenomenon in present organization because of its diverse effect upon organizational effectiveness and individual well being. Job satisfaction has been defined as pleasurable emotional state resulting from the appraisal of one's job or affective reaction to one's job. According to Luthans (1988), job satisfaction is an emotional response to a job situation which can only be inferred, often determined by how well outcomes meet or exceed expectations. It represents several related attitudes which are most important characteristics of a job about which people have an effective response. The present study was conducted with 200 employees working in various public sectors in Coimbatore district. The main objective of the research was to examine the impact of family/life demand stress and work culture on job satisfaction. The tools applied for the analysis are Mean, Standard deviation and Correlation. The result of correlation indicates that positive job demand and positive stress are positively related with the job satisfaction at employee's level. Where as personal positive level significantly influence the overall satisfaction of the employees. The t-test shows that there is a significant difference in the satisfaction with job, satisfaction with employee level and overall performance satisfaction between high and low positive stresses. The result found that, the difference in significance arises due to work nature, responsibility towards job; demand both in job as well as family, obligation, not recognition, transfer and others.*

### Introduction

The emerged concern of increased work place stress, its impact and root causes for the emergences of stress. Job satisfaction is a crucial phenomenon in present organizations because of its diverse effect upon organizational effectiveness and individual well being. Job life is one of the important parts of our daily lives which cause a great deal of stress. Due to the competitive nature of the job environment most of the people in the world are spending their time for job related work purposes resulting ignore the stressor those are influencing their work and life. Usually people are more worry about their outcome of their work that can even affect the way they treat other people and how they communicate with their peers and customers. For example, people with a higher percentage of occupational stress may not be satisfied with their job and therefore they will not feel happy working in the organization.

They may feel frustrated or "burned out" when they are having problems with peers or customers. This may leave a negative impact to the organization itself. Therefore, it is very important for employer and employees to realize the stress and the stressor that cause all the negative effects. Due to the increasing number schemes in public sector in a state and lack of manpower employees may face more problems in their job as the managements are facing competitive pressure from one another. Public sectors are now setting new goal to compete with private sectors as well as the employees are involving with the ultimate goal. This may causes the employees to face plenty of stress and therefore affect their satisfaction and even their physical or mental health.

### Literature Review

Numerous studies found that job stress influences the employees job satisfaction and their overall performance in their work. Because most of the organizations now are more demanding for the better job outcomes. In fact, modern times have been called as the "age of anxiety and stress" (Coleman, 1976). The stress itself will be affected by number of stressors. Nevertheless, Beehr and Newman (1978)<sup>1</sup> had defined stress as a situation which will force a person to deviate from normal functioning due to the change (i.e disrupt or

enhance) in his/her psychological and/or physiological condition, such that the person is forced to deviate from normal functioning.

From the definition that has been identified by researchers, we can conclude that it is truly important for an individual to recognize the stresses that are facing by them in their career. Some demographic factor may influence the way a university academic staff act in their work place. Management role of an organization is one of the aspects that affect work-related stress among workers (Alexandros-Stamatios et.al., 2003). Workers in an organization can face occupational stress through the role stress that the management gave. Role stress means anything about an organizational role that produces adverse consequences for the individual (Kahn and Quinn, 1970).

Management will have their own role that stands as their related. Role related are concerned with how individuals perceive the expectations other have of them and includes role ambiguity and role conflict (Alexandros – Stamatios et.al., 2003). Family and work are interrelated and interdependent to the extent that experiences in one area affect the quality of life in the other (Sarantakos, 1996). Home-work interface can be known as the overlap between work and home; the two way relationship involves the sources of stress at work affecting home life and vice versa affects of seafaring on home life, demands from work at home, no support from home, absent of stability in home life. It asks whether home problems are brought to work and work has a negative impact on home life (Alexandros-Stamatios G.A et.al., 2003).

For example, it questions whether the workers have to take work home, or inability to forget about work when the individual is at home. Home-work interface is important for the workers to reduce the level of work-related stress. According to Lasky (1995) demands associated with family and finances can be a major source of 'extra-organizational' stress that can complicate, or even precipitate, work-place stress. Russo & Vitaliano (1995) argued that the occurrence of stressors in the work place either immediately following a period of chronic stress at home, or in conjunction with other major life stress-

ors, is likely to have a marked impact on outcome. Several studies have highlighted the deleterious consequences of high workloads or work.

### Objectives

The main objective of the research was to examine the impact of stress and work culture on job satisfaction. And to identify the family/life demand stress and work culture on job satisfaction.

### Methodology

200 employee's form various department of public sectors were taken for the research and analysis. Closed end questionnaire were used for collecting the primary data. The tools applied for the analysis are Mean, median Standard deviation and Correlation.

### Results

From the analysis, job positive stress is significantly correlated with job satisfaction. Total positive stress is also positively correlated with overall job satisfaction. Several studies have highlighted the deleterious consequences of high workloads or work overload. A study of work stress among employees found that they were most likely to experience work overload and that is one of the cause of work stress (Chan et.al. (2000). As expected, the result of this study shows that the relationship between workload pressure and job stress is significant with  $\beta = 0.248$  ( $p = 0.001$ ).

The result further indicates that the direction of the associations is positive in which it implies that the more work overload from the family and office is given the employees, the possibility of them to face of job stress will be higher. The demands associated with family and finances can be a major source of 'extra-organizational' stress that can complicate, or precipitate, work-place stress. The multiple regression analy-

sis shows that the association between home work interface and job stress is significant with  $\beta = 0.312$  ( $p = 0.01$ ). The result attests that the occurrence of stressors in the workplace either immediately following a period of chronic stress at home, or in conjunction with other major life stressors, is likely to have a marked impact on outcome.

Furthermore, with the positive coefficient value, it could be concluded that the higher the problem in the home, the chances for the job stress will be greater. Some of the past literature review explains that individual performance pressure now a day is one of most significant and positive influence on job stress.

### Conclusion

Work stress is a big concern for all the organizations. Some people experienced pressure due to tension, some may experiences job dissatisfaction. Based on the finding of the study, there are a few key points that can be used to conclude this research paper. It is very important that the organization understands the needs of its employees and provide what is best for the employees. Constant appraisal programs and appreciation should be given to reinstate and motivate the employees. Other than this, some of the measures can be taken up by the work force in order to cope with the stress include: Fix day to day goals, break the event in to small activities to attain the goal easy and learn to express disagreements. Unhealthy job stress among the people responsible in assisting the future generation's service will ultimately affect their intellectual and social abilities. At the end of the day, both employer and employees are responsible when it comes to the issue of handling stress. By taking some appealing measures like improving physical and mental health, eating nutritious food, sleeping well and doing meditation and yoga will lessen the work place stress at individual level.

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