

## Studying Relation between Job Stress and Job Satisfaction of Personnel

Ebrahim Ahmadi, Majid Mahvi-Shirazi, Leila Gangi, Afsaneh Alizadeh

Department of Psychology, Buinzahra Branch, Islamic Azad University, Buinzahra, Iran

*Received: December 26 2013*

*Accepted: January 28 2013*

---

### ABSTRACT

Without doubt, everybody has experienced stress in manner in his life. Anxiety, perturbation and apprehension are in fact some of the terms that people use to express the stress that they experience in their lives. From this point, stress can include a vast group of problems such as sudden and aggressive answer an un important question nervous headache at the end of daily work, or even the movement of fingers of a person on the automobile wheel in heavy traffic that has confused him (her). So we can say that stress as a general experience is the outcome of every action event or position that puts a person in front of special physical and psychological demands and can disturb his ( her) organic balance and cause physical or mental Problems for him (her). Present research is going to study the relation between job stress and job satisfaction of the personnel of Bank of Refah. This subject is very important because the organs that help their personnel to overcome their stress actively and try to delete such stimulus, seen find that they have been able to optimize their manpower through these methods. Making a safe work milieu is one of the duties of organs.

**KEYWORDS:** Relation - Job Stress- Job Satisfaction- Personnel

---

### INTRODUCTION

Many organs try to promote health and safety of their personnel through different programs. The importance and necessity of such programs is very high, because they help personnel to remove their mental and affective problems and increase their general efficiency, because it is believed that mental health of personnel is the same as their physical health and both of them are important. By developing technology and fast steps for industrializing countries, organs have found. The importance of programs that help their personnel and try to choose programs that are conformed with their needs and characteristics of their organ, because directors know well that more efficiency is possible only through making a safe work milieu the aim of this research is studying the relation between job stress and job satisfaction of the personnel of Bank Refah.

### METHOD OF RESEARCH

The kind of research is correlation method that surveys the relation between variables. In this research, the researcher is going to study the relation between job stress and job satisfaction of Bank Refah personnel. Statistical universe of this research are the personnel of the Bank with 15-20 years record. Statistical sample of this research are 100 persons of the personnel with 15- 20 years record sampling method. Measuring tools for the variables of the research include: Jhon Solivan's job stress measuring questionnaire and Dr. Shahrnaz Mortazavi's job satisfaction questionnaire.

#### Job stress measuring questionnaire

The aim of Jhon Solivan's job stress measuring questionnaire is determining degree of stress of a person in his (her) job. This questionnaire measures factors such as physical situation, job conflict and role ambiguity. Method of scoring is in this way that we record the numbers that have been chosen by the persons and then add the numbers as following:

Physical environment: questions 1 to 3

Job conflict: questions 4 to 7

Role ambiguity: questions 8 to 10

A) Scores of 8-10 for each factor shows that high attention should be paid to it.

---

\* **Corresponding Author:** Ebrahim Ahmadi, Department of Psychology, Buinzahra Branch, Islamic Azad University, Buinzahra, Iran. Email: [ahmadi1356@gmail.com](mailto:ahmadi1356@gmail.com)

B) Total scores of 74 or more than it shows that degree of stress is higher than optimum limit. Job satisfaction is very low and tendency toward hypo function and absenteeism is very high.

### Job Satisfaction Questionnaire

For measuring job satisfaction, the questionnaire of job satisfaction of Dr. Shahrnaz Mortazavi has been used that has Kronbach's constancy coefficient of 76% -80%.

This questionnaire includes 24 questions with 5 degree scales and Likert method (very high, high, average, low, and very low). Of course validity and reliability of this questionnaire in Ashrafi's research has been 74 and in Ebrahimi's research has been 78, and they have been confirmed. Method of scoring the questions is from left to right and from 1 to 5. For analyzed through cumulative method. This questionnaire consists of three following parts:

A) Satisfaction from conditions and kind of job.

This part point to the cases such as: possibility of growth, conceptual mobility in job, possibility of job development, expressing appreciation for ones work and try merit ness of the job for the person, general satisfaction from work and degree of participation in the decisions of the organ.

B) Job security

This part points to cases such as: action freedom, work independence feeling job security and mental ataraxic.

C) Satisfaction from salary

This part points to cases such as: amount of salary that is necessary for an average life and degree of satisfaction from salary.

Arranging questionnaire and getting necessary license from bank affairs, the researcher distributed the questionnaire verbally and gave necessary explanations about the importance of research among statistical universe and then collected them and prepared them for information analyzing. In this research for analyzing and classifying data, descriptive statistics method (table, diagram, frequency, percent, average, statistics method (Pierson's correlation coefficient) will be used.

## RESULTS

One of the important stages of a research is analyzing data. Analyzing as a process of scientific method, is one of the main bases of each research method. As a whole analyzing is a method through which the whole process of the research from selecting the problem to concluding is directed. So analyzing declares basic relations of data and answers the questions of the research. This chapter consists of two parts:

**First part:** descriptive data has been presented in the form of average, standard deviation, diagram and correlation coefficient.

**Second part:** it presents analyzing of hypothesis by using inferential statistics. For analyzing hypothesis Pierson's correlation coefficient statistics method and SPSS software have been used.

Job stress test has been arranged at the level of Likert scale that covers "always" to "never" levels. 100 persons have answered it using the information of the following table.

Table (1), average and standard deviation of job stress questionnaire

Scale	Number	Average	standard deviation
always	100	1.21	1.10
Usually	100	1.99	1.45
Some times	100	2.50	1.42
Rarely	100	2.61	1.54
Never	100	1.67	1.58

Table (2), average and standard deviation of job satisfaction questionnaire

Statistical index	Number	Average	standard deviation
Very much	100	3.45	4.25
Much	100	5.29	3.3
Medium	100	9.36	4.36
Low	100	3.48	3.20
Very low	100	0.75	1.59

Table (3), average and standard deviation of scores of job satisfaction and job stress of the personnel of Bank- Refah

Statistical index	Number	Average	standard deviation
Job stress	100	28.40	5.28
Job satisfaction	100	74.20	15.24

Table (4), the relation between stress and job satisfaction and statistical parameters

Statistical index	N	R	F	d
Stress and job satisfaction	100	-0.084	0.05	98

Paying attention to this case that necessary statistics method for analyzing data is correlation one, so by considering the conditions of research Pierson's correlation coefficient has been used. Necessary scale level for using this coefficient is class interval one and because both of the questionnaire have been designed at this level so they have the conditions of using this coefficient. The amount of gotten correlation is 84%. Negative sign of the coefficient show that there is an indirect and reverse relation between these two variables in a way that what every job stress increases. Job satisfaction decreases. But because the intensity of the correlation isn't so high so we can't point to meaningful relation of these two variables.

Paying attention to the findings of the above table we can see that degree of correlation coefficient between job stress variable and job satisfaction variable is 84% and it is less than coefficient of the table with degree of freedom of 98 and Alfa level of 5% that is equal to 19% so research hypothesis about meaningful relation between these two variable is rejected zero hypothesis is confirmed.

## DISCUSSION AND CONCLUSION

People should feel some kind of mental pressure for doing their works normally Mild emotional excitement helps people to be conscious during their work but high mental pressure has negative effect on the person and the organ that he work in. natural and normal result of individual mental pressures for an organ is, decreasing efficiency. Personnel with mental pressures have higher rate of lateness absence and leaving work. It is evident that such personnel have low morale. Low motivation and low job satisfaction many organs have found unfavorable effects of mental pressure in work milieu and try to overcome it through suitable programs so that they can cure it and can delete mental pressure problems.

When these factors are recognized organs should be able to control these stimulus that produce pressure because they create Anxiety and can finally damage general aims of the organ. This research has tried to find the relation between job stress and job satisfaction of Bank- Refah personnel and the question is that if there is a relation between job stress and job satisfaction or not?

Paying attention to this case that hypothesis of present research was that there was negative relation between job stress and job satisfaction of Bank- Refah personnel so we tried to perform job stress and job satisfaction questionnaire on 100 persons of the Bank that had a record between 15-20 years they had been chosen through random sampling method. Then the questionnaire was collected and their data were extracted through statistics methods.

According to the results of the research we found that correlation between the two variables I mean job stress and job satisfaction was 84% we see that calculated correlation coefficient (84%) is less than correlation coefficient of the table that shows 5% of 98 (19%) so zero hypothesis is confirmed. So we conclude that there isn't meaningful relation between job stress and job satisfaction.

During the researches results of the present research that is about the relation between job stress and job satisfaction of Bank- Refah personnel mentioned hypothesis is rejected and it has agreed with the results of the research of Dr. Hosseinsokrkon and Abdollah Pakari, that has been performed among oil company personnel because relation between each of ego variables and criterion variables has been weak and job satisfaction has been low.

So results of a research by Krek about job satisfaction and C behavioral type was opposite the results of present research because C type persons don't lose their job satisfaction even if they are changed repeatedly. In fact new jobs and changing the jobs repeatedly has the most charm for them. In the present research that has studied job stress and job satisfaction of Bank- Refah personnel after studying and measuring data of the research following results have been achieved: There isn't meaningful relation between job stress and job satisfaction so we can conclude that zero assumption of

the research is confirmed, it means that, there isn't meaningful relation between job stress and job satisfaction.

#### **Acknowledgment**

The authors declare that they have no conflicts of interest in the research.

#### **REFERENCES**

1. ES ferjanir Yah Ya (1966), organizational- industrial psychology. Tehran publications of science and industry college.
2. Pavis kit and newstrom, Jhon, (1991), organizational behavior in work. Translator: Tousi, Mohammad ali.
3. Robins, steifen G. (1995), organizarional free management. Translator: parsaian, Aarabi Ali, Mohammad. Publications of Research and commercial studies institute.
4. Saatchi, Mahmood (1998). Function psychology for managers at school and home. Virayesh publications.
5. Saatchi, Mahmood (2000). Application of psychology in work organ and management, Virayesh publications.
6. Ahmadi Seidahmad, (1996), Youth and juvenile psychology, Mashhad publications.
7. Tavasoli, Gholam Abas (1996), Job and work sociology.
8. She ferMarrin (1982), Translator: Blourchi ,Parvin, Sorouri publication.
9. Koper, Karal, Translation :Gharachedaghi, Mehdi, Jhariatzadeh, Nahid, (1994), Mental pressure and ways of identifying and confronting with it, Khoshrang publications.
10. Kifen, Joseph. Kormic, Mack. Organizational- industrial psychology. Translator: Dr. Mohammad hosseinsarvari.