

The Relationship between Job Satisfaction and Job Motivation, Job Stress and Exhaustion and Stress Felling Sanandaj City Police Personnel

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ABSTRACT

This study refers to the relationship between job satisfaction and job motivation, job stress and exhaustion and mental pressure felt in Sanandaj city police personnel in 2013. The main purpose of this study is determining the relationship between job satisfaction and job motivation, job stress and exhaustion and mental pressure felt in Sanandaj city police personnel in 2013. The present sample study consists of 160 workers in Sanandaj city police who were selected by random. To collect information of Espiv stress test (1987), job satisfaction test (Davis, LafKosit and Weiss) questionnaire job satisfaction based on Herzberg's two-factor theory, Measles's job exhaustion test and Markham's mental pressure felling motivation has been used. Job exhaustion has meaningful and positive relation only with stress ($r = .204$, $P < 0/01$), but doesn't have a meaningful relation with job satisfaction and job motivation ($P < 0/05$). Job exhaustion doesn't have a meaningful relation with job satisfaction ($r = .006$, $P < 0/05$), Job exhaustion doesn't have a meaningful relation with job motivation ($r = .064$, $P < 0/05$), Feelings of mental pressure has meaningful and positive relation with job stress ($r = .401$, $P < 0/01$). Feelings of mental pressure has meaningful relation with job satisfaction ($r = .421$, $P < 0/01$). Feelings of mental pressure has meaningful relation with stress and job motivation ($r = .064$, $P < 0/05$).

KEY WORDS: job stress, job satisfaction, job motivation, job exhaustion, Feelings of mental pressure.

INTRODUCTION

Stress is often recalled with the "Hans Slieh". Lazarus (1989 quoted by Rezaie, 1989) explained stress as a dependent variables which return to an assessment of person abilities. Lazarus & Falcon (1989 quoted by Rezaie, 1989) defined stress as a process of individual's adaptation with external stimuli person which is malicious or threatening and analyze physical or mental functions. Reber (1985 quoted Rezaei, 1989), knows stress as a psychological state that achieve by a variety of psychological, physical and social pressures. Rezaei (1989) knows stress as a kind of tension that causes biological and mental instability and bring negative feelings. Saatchi quoted by Moghadami (1998) defined stress as a feeling of frustrated, upset, conflict and uncertainty that a person obtained in certain situations. Moghimi (1998) explains stress as a dynamic and exciting way that person shows of his emotional, physical and cognitive reaction. Lotaz quoted by Hadinezhad (2001) knows stress as a response that a person blurt to adapt with a different status with normal status to behavioral, psychological, or physical figure. In the face of stress, the sympathetic division of the autonomic nervous system and endocrine glands are activated. And make body ready for needed intense physical activity. Sympathetic response as a growth of heart rate, shown in blood accumulation in the skin, increased respiration, stimulates the sweat glands and papillary of eyeball. Endocrine system is affected by stress and during stress, blood sugar rises to provide the energy required for the body's cells. Adrenal gland secrete another hormone called epinephrine and nor epinephrine, which are closely related to stress. (Cooper 1984, quoting Pierre 1988) (quoting Basiri 2000). There are different perspectives on stress, including: biological, psychological and social - (Poladi, 2000). Selyeh is a professional in the biological point of view that explains stress adaptation in three stages, the alarm stage, the resistance stage and the stage of atrophy. In his view, diseases, ulcers, high blood pressure, heart problems and neurological problems are caused by stress. Another researcher Mason (1975) who works in this subject mention that psychological-social view assumes As a response which represent organism during facing with analyzed request. (Lazaros, 1966, quoted by Reyshari, 2000). In that view there is nothing more stressful unless meaning and notion of stress. Stress effects on different types of individuals, and each individual may also be affected in particular form. These symptoms may include irritability, insomnia, moodiness, nervous tics, general pain, panic attacks, desire to cry, feeling of restlessness, tiredness, upset stomach, indigestion, depression, decreased libido, losing color, sores in the mouth and freaky thoughts. (Kiryakov, 1978, as quoted by J. Dehkordi, 2002). Job stress, is a situation that obtained by interaction among individual and workers and its characteristic are changes that happen inside them and made them to leave their

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normal approach and follow deviations. Bironewman (1988) study of job stress was formed in 1960. In 1978 Morrell proposed the concept of stress in three phases Cause, effect and consequence. He proposed that the phrase "pressure" is equivalent to stress for external situations and the phrase "tension" equivalent to pressure description on person. At the moment Cooper as a prominent researcher in job stress, concentrate all industrial institute and organization attentions to the need of sanitation in work and confronting with job stress. In this pattern job stress combined with personality can predict some related stress reactions like capillary diseases and psychological disorders and professional dissatisfaction and addiction to narcotics. The prevalence of stress in the active population is about 8 to 10 percent (Pitt and Flech 1980; quoted by Jalalidehkordi, 2002). In a study an insurance company in US shows that about 40 percent of workers believed that they have full stress job. (Firovaurans, 1996 quoted by Jalalidehkordi, 2002).

Drocketiz (1997; quoted by Jalalidehkordi, 2002) stated that most cases of stress are related to industries. Looking for job stress, alcoholism and absenteeism and loathsome disease, work mistakes cost a lot of expenses (Attorney General 1998). On the other hand stress effect so much on people life quality and bring a lot of problem in social and emotional relation among people.

Brown and Cooper, 1996, quoted by Jalali divided effective factors in job stress into three categories.

A - Factors that are rooted in individual differences.

B - Factors that are related to characteristics of the workplace.

C - Elements that result from cultural differences - social – family.

In various aspects of job satisfaction a lot of definition represented such as Fishro Hana (1939) knows job satisfaction as a psychological factor and define that as a kind of emotional compatibility with job and job circumstances. Hapak doesn't believe the existence of only one factor in job satisfaction, he believes that a collection of psychological, physical and social factors in this relation effective. Gainesberg and colleagues, divided job satisfaction into two different types, internal and external satisfaction. Internal satisfaction is an enjoyment feeling that obtained by having a job and activity and advancement due to individual abilities. Internal factors in comparison with external factors are more stable.

Maier (1969) state factors influencing job satisfaction on several occasions. Character, race, employment compliance, individual differences, work experience, education, communications, payroll and salary, staff relations, promotion, management, job security, organizational structure, role ambiguity, the physical condition of work, participation in decision-making and environmental factors type of user. Moghimistated (1998) model of job satisfaction (factors and outcomes), this way. Factors affecting job satisfaction, consists of organizational factors, nature of work, and personal factors. These factors lead to job satisfaction and dissatisfaction. Consequences of job satisfaction consist of (increased productivity, increased morale, commitment, the physical and mental health, life satisfaction, quickly learning new job skills), and consequences of job dissatisfaction consist of (anxiety, absenteeism, job delays, turnover, early retirement and union activity (complaints and strikes)). a comprehensive review of the literature shows that other factors may play an important role in job satisfaction, which include age, salary and advantages, and promotion opportunities, education, job content, good working conditions, proper cooperation, individual fitness to job, job clarity, organizational atmosphere, job challenge, feedback, leadership style, job enrichment. According to research conducted by Herzberg factors in work environment that provide job satisfaction are not the ones that are causing dissatisfaction and unhappiness. These factors are divided into two categories. One of job atmosphere which are known health factors will not necessarily lead to motivate employees. Instead, they are helping to avoid disappointment. Another factor is motivation. Herzberg said that lack of motivational factors in job circumstances doesn't lead to work dissatisfaction but in a way of existence brings high job satisfaction. In mid 1960, two researchers named Terez and Lawrence did research on job characteristics. They predicted in their research that workers prefer occupations which aren't challenging and complicated these jobs increase the rate of job satisfaction and decrease the amount absence. But they were able to confirm the prediction of absence phenomenon but about job satisfaction could not confirm needed correlation. But when they added the difference of homeland or the place of living in their accounting reach to tangible results. based on people who come from cities or populous area were satisfied in jobs which are less complicated. They concluded that in a larger population they were non-working interests and were less motivated. Conversely, people who had come from smaller towns were more interested and accept hard and complicated jobs. Job satisfaction as a set of feelings has dynamic nature; they vanish as the momentum they arise maybe sooner, so they require continuous attention. Job satisfaction is a part of life satisfaction. Because job is a major part of life. So job satisfaction influences on overall satisfaction of life. Kimble Vailez has been done researches in the field of job satisfaction in training places and find factors such as welfare in life, proper circumstances in job, feeling of interest and behavioral relation based on justice important. Experts Vilion El Broke & Thomas Koorkaran in 1988 expressed the satisfactory factors of teachers which are participation in making different decision for educational system, ability to improve and proper physical condition of school and rewards. "Merez" in 1980 proposed that teachers job satisfaction is related to satisfaction or dissatisfaction of experts. Venice and Esbak showed that in study intrinsic rewards is more related than extrinsic rewards over retention and absence of teachers. (Seyed Abbas Zadeh, 1992). Madgert:

Septro - (Diuber Air Lands) found that motivational needs of teachers in public schools has a higher peacemaker. Mary Kidet proved positive relationship between concentration and wellness with having power and job relationship between proficiency and powerlessness. (Seyed Abbas Zadeh, 1992). Etzioni says whatever the jobs are more specialized professional interference will increase. (Mirkamaly, 1992) In many writings, organizational behavior, management practices has been considered as a measure of job satisfaction. The fundamental task of managing is using optimum of human and material resources to achieve the goals of the organization. Partnership seeking Management has an important role in the development of individuals. (Ferneh) and (Esraliei Vas) also believed that whatever the employee participation increase, the needed standardized time for administrative approach decrease. (Estora, 1998)

METHODS

Statistical Sample based on determination the size chart were selected on size Jaseh Karjsi, Morgan (Kiyamanesh 1995) (n=376)

To select examples simple random sampling is used. With respect to sample size of 160 persons from employees questionnaire completed randomly. To each tester who is selected randomly, five questionnaires were distributed. Job Stress test (Espio, 1987), job satisfaction test (Davis, LaffKosit and Weiss), career motivation test and self-made two-factor theory (Herzberg), Burnout Test (Meslesh), feeling stress test (Markham, 1992) spio job stress questionnaire (1987) is used to assess individual stress.

The reliability of this test as a method test - retest was calculated in satisfactory level. Cronbach's alpha equals ($r = 0/89$) was calculated.

Job Satisfaction Questionnaire Davis, LaffKosit& Weiss, results of the research show test reliability and validity (Rezaee 1998). The reliability coefficient for the questionnaire has been reported through Cronbach's alpha ($r = 0/83$). In Malekzadeh (1380) reliability coefficient ($r=0/87$) is obtained. Job motivation questionnaire, Cronbach's alpha coefficient obtained ($r=0/93$).

In this study, to data analysis, regression multivariable method with stepwise data method was analyzed.

Findings

As shown in Table (1) burnout correlations are observed:

Burnout with job stress ($01/0 > p$, and $204/0 = r$), has positive and meaningful relation but doesn't have a positive and meaningful relationship with job satisfaction and job motivation ($P > 0/05$) burnout and job satisfaction ($P < 0/05$, and $r = 0/006$) doesn't have meaningful relation. Burnout and job motivation ($P < 0/05$, and $r = 0/006$) doesn't have meaningful relation.

According to Calculated $FF = 6/731$ comparison with obtained F by table-level ($\alpha = 0/05$) with freedom degrees 1, ($F = 3/91$) is greater than we expressed with 0/95 certainty between burnout and job stress there is meaningful relationship and independent variable has predictive power of criterion variable. Therefore reject the null hypothesis and the research hypothesis is confirmed.

Table (1) job exhaustion correlation

| | job exhaustion | Job stress |
|--------------------------------|----------------|------------|
| Coefficient correlation | | |
| job exhaustion | 1/000 | /204 |
| job stress | /204 | 1/000 |
| job satisfaction | -./064 | -./51 |
| job motivation | ./006 | -0/482 |
| Meaning | | |
| job exhaustion | 0 | ./007 |
| job stress | 0/007 | 0 |
| job satisfaction | 0/197 | 0/000 |
| job motivation | ./48 | 0/000 |
| Number | | |
| job exhaustion | 160 | 160 |
| job stress | 160 | 160 |
| job motivation | 160 | 160 |

Correlations Table (2)

| | job exhaustion | Job stress |
|--------------------------------|----------------|------------|
| Coefficient correlation | | |
| job exhaustion | 1/000 | ./401 |
| job stress | ./401 | 0/000 |
| job satisfaction | 0/421 | 0/502 |
| job motivation | 0/251 | 0/483 |
| Meaning | | |
| job exhaustion | 0 | ./000 |
| job stress | 0/000 | 0 |
| job satisfaction | 0/000 | 0/000 |
| job motivation | ./001 | 0/000 |
| Number | | |
| job exhaustion | 160 | 160 |
| job stress | 160 | 160 |
| job motivation | 160 | 160 |
| | 160 | 160 |

As seen from the correlation table the feeling of psychological pressure has positive and significant relation ($r = 0/401$, $p < 0/01$).

With 99% confidence between job stress and feeling of psychological pressure there is a significant relationship and there is a meaningful relation between feeling of psychological pressure and job satisfaction ($r = 0/421$, $p < 0/01$). With 99% confidence between job satisfaction and feeling of psychological pressure there is a significant relationship and there is a meaningful relation between feeling of psychological pressure and job motivation ($r = 0/251$, $p < 0/01$). With 99% confidence between feeling of psychological pressure with job motivation that there is a significant relationship.

entered & dismissed variable Table (3)

| model | Entered variables | Dismissed variables | method |
|-------|-------------------|---------------------|----------|
| 1 | Job stress | 0 | stepwise |

Dependent variable: exhaustion

Summery model Table (4)

| model | R | quadrate R | quadrate RModified | Criterion outcome error |
|-------|--------|------------|--------------------|-------------------------|
| 1 | ./202a | ./041 | ./035 | 8/849 |

A prediction: (stable), job stress

As seen in Table (4), between exhaustion and study variables in regression there is multiple correlation coefficients 0/202 at the same time.

anovaTable (5)

| model | R | quadrate R | quadrate RModified | Criterion outcome error |
|-------|--------|------------|--------------------|-------------------------|
| 1 | ./202a | ./041 | ./035 | 8/849 |

A prediction: (stable), job stress

Dependent variable B: job exhaustion

According to Calculated F ($F = 6/731$) and comparison with obtained F from table-level ($\alpha = 0/05$) with freedom degrees 1, ($F = 3/91$) is bigger. We expressed with 0/95 certainty there is meaningful relationship between burnout and job stress and independent variable has predictive power of criterion variable. Therefore reject the null hypothesis and the research hypothesis is confirmed.

Table (6) unique

| | Standardized coefficients doesn't | Standardized | coefficient | t | meaning |
|------------|-----------------------------------|--------------------|-------------|-------|---------|
| | B | Standard deviation | BETA | | |
| consistent | 44/560 | 5/120 | | 8/703 | ./000 |
| Job stress | ./85 | ./033 | ./202 | 2/594 | ./010 |

Dependent variable: job exhaustion

As seen in Table (6), job stress with (standard beta = 0/202) has ability to predict meaning of job exhaustion. Regression equation is as follows.

Burnout = beta job stress + constant $Y1 = \alpha + b_1x_1$

Job burnout = 44/560 + 0/202

Dismiss variables from model Table (7)

| Model | Beta In | t | Meaning | correlation part | linealstatistics tolerance |
|------------------|---------|-------|---------|------------------|----------------------------|
| Job satisfaction | a 0/033 | .367 | .714 | .029 | .759 |
| Job motivation | b .109 | 1/241 | .216 | .099 | .786 |

A prediction variables in (stable) model : job stress

Dependent variable B: job exhaustion

According to table (7) doesn't have meaning relation between job exhaustion with job satisfaction and also meaningless relation between job exhaustion with job motivation stated with 95% that independent variable doesn't have criterion .

DISCUSSION AND CONCLUSION

The goal of this study is to set the relation between job satisfaction and job motivation with job stress and job exhaustion and feeling psychological pressure. There is direct and meaningful relation between job exhaustion with job stress of employees. In another way stress growth lead to job exhaustion and stress reduction lead to decline job exhaustion . This relationship is significant ($x = 0/01$). This finding is compatible with Firoivarans study (1966), Cooper (2012) and Sultani (1392) .

There is no significant relationship between burnout and job satisfaction. These findings are not compatible with Sitrozolimn study (1998) is a counter. There is no significant relationship between burnout and job motivation. These findings are compatible with Khlesimoghadam and Salehi, Qizilbash (2005), and not compatible with Mostaghani research (1998).

Between feeling psychological pressure with job stress of employees there is direct and positive and significant relationship. Between feeling psychological pressure with job satisfaction of employees there is and feelings of stress with. This finding is consistent with research Mehrabi et al. Between feelings of stress, there is diverse and significant relationship. These findings are compatible with Hamrodenis study (1997), Lawsen Veshen (translated by Hasanzadeh & colleague 2002, p 187).

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