

Explaining the Concept of Job Satisfaction and Stress: A Study on Bank Employees

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Abstract—This work is an attempt to see the impact of stress over job and its connection with job satisfaction among the employees of bank including public as well as private. Besides deep digging of these two parameters, efforts are made to find out the type of relation between job satisfaction stress with an endeavor to suggest a course of action to the management with a view of maintaining having higher level of first parameter and least or no presence of stress in the organisation. It is not new to reveal that all stress is not negative in nature always and full satisfaction don't not always brings positive attitude towards the organisation. High level of job satisfaction and lower level of stress are required to build competencies and as a result this duo may lead to more innovations as desired for societal demand. Through this paper some innovative management practices in business can be suggested to lower the level of stress and to boost up the level of job satisfaction which leads to betterment of the employer as well as the employees and as a whole organisation.

Keywords: Bank employees, Job satisfaction, Stress, Role and Impact.

1. INTRODUCTION

In the development of any nation, an extremely important role is played by an organisation. In the present competitive era of highly volatile business environment organizations are facing hyper emerging challenges in form of acquisition and optimization of human resource. Human resources are considered as a source of sustainable competitive advantage as they are most valuable and possess scarce capabilities. The most crucial factor in any organization that affects its performance and work is its employee. Human resources play key role in achieving an innovative and high-quality product/service.

Job satisfaction is considered as a crucial indicator of how employees feel about their job and describes how much they are comfortable with his or her job. The satisfaction level of employees also associated with increase output of the organization. Job satisfaction of an employee is essential to the success of an organization. In an organization a high rate of employee contentedness is directly related to a lower turnover rate.

They may feel frustrated or stress when they are having any problem in organisation. 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.

2. CONCEPT OF STRESS

Stress refers to the tension as result of conflict between our external environment and a person, leading to emotional and physical pressure. In our fast moving world, we live with stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual & their unique perception of the tension between the two forces. Not all stress is bad. For example, positive stress can help an individual to function at optimal effectiveness and efficiency.

3. MEANING OF STRESS

The word stress is derived from a Latin word —stringere which means to draw tight. In terms of physical sciences, the phenomena of stress are obvious in all materials if they are subject to force, pressure, load or heavy front. It is important to keep this in mind, as stress management refers to using stress to our advantage, and not on eradicating the presence of stress in our lives. On the other hand, negative stress can result in mental and physical strain. Hence, whilst some stress may be seen as a motivating force, it is important to manage stress levels so that it does not have any bad impact.

Causes of Stress

There are many different causes of stress, and that which causes stress is also known as a stressor. They are commonly of four types- Common lifestyle stressors, Performance Stressors, Threat stressors and Bereavement Stressors.

Common lifestyle stressors include performance, threat, and bereavement stressors, to name a few.

Performance stressors are triggered when an individual is placed in a situation where he feels a need to excel. This could be during performance appraisals, lunch with the boss, or giving a speech.

Threat stressors are usually when the current situation poses a dangerous threat, such as an economic downturn, or from an accident.

Lastly, bereavement stressors occur when there is a sense of loss such as the death of a loved one, or a prized possession.

Stress is invisible. It is a disease that may affect a person, an organization, and any of the people in surroundings, so no one can afford to ignore it.

Definition of Stress

According to Behr and Newman, job stress is “a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning”.

Another well known accepted definition of stress given Richard S Lazarus is that **stress is a condition or feeling experienced when a person perceives that “demands exceed the personal and social resources the individual is able to mobilize.”** In short, it's what we feel when we think we've lost control of events.

4. TYPES OF STRESS

There are six main categories of stress, namely eustress, distress, hyper stress and hypo stress, neustress, chronic stress. Negative stress can cause many physical and psychological problems, whilst positive stress can be very helpful for us.

Eustress

Eustress is considered as positive form of stress as it is a natural physical reaction by your body which increases blood flow to your muscles, resulting in a higher heart rate.

Distress

It is considered as a negative form of stress. This occurs when the mind and body is unable to cope with changes, and usually occurs when there are deviations from the norm. They can be categorized into acute stress and chronic stress. Acute stress is intense, but does not last for long. On the other hand, chronic stress persists over a long period of time.

Hyper stress

It is another form of negative stress which occurs when the individual is unable to cope with the workload. Examples include highly stressful jobs, which require longer working hours than normal.

Hypo stress

Hypo stress occurs when a person has nothing to do with his time and feels constantly bored and demotivated. Hence some stress is inevitable and helpful to us. Companies should avoid having workers who experience hypo stress as this will cause productivity and mindfulness to fall.

Neustress

It the stress for the day to day adaptability of man to his environment and results in the maintenance of internal steady state (homeostasis) it is known as neustress. For example, one produces neustress in order to breath, work.

Chronic stress

Chronic stress is stress that lasts a long time or occurs frequently. Chronic stress is potentially damaging. Symptoms of chronic stress can be: upset stomach, headache, backache, insomnia, anxiety, depression, anger, panic disorder.

Job Satisfaction

Some research has shown that job satisfaction impacts job performance. According to Goodman (2007), job satisfaction is an integral part in human resources management. By identifying factors influencing job satisfaction, the management especially human resource department is able to provide necessary and meaningful information to make intelligent decision for promoting employee's job satisfaction level (Lambert et. al, 2001). Adam and King (1996) found that there are several aspects or factors of job satisfaction that influence perception of overall job satisfaction such as career advancement opportunities, communication, management, reward and other. On the other hand, dissatisfaction will bring negative effect to organization. Organization with higher turnover and low compensation was the most common reason given for dissatisfaction.

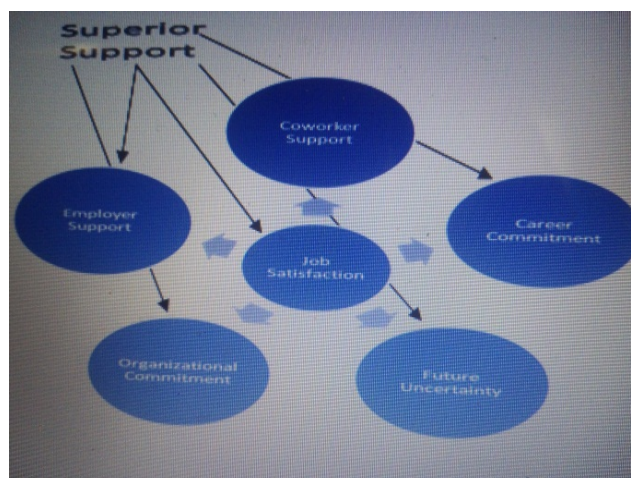


Fig. 1: Factors affecting job satisfaction

Relationship between job stress and job satisfaction

To study and determine the link between stress and job satisfaction, several studies have been conducted. Both, job satisfaction and job stress are the two hot focuses in human resource management researches. According to Stamps & Piedmonte (1986) job satisfaction has been found significant relationship with job stress. A study by a group of general practitioners in England identified four job stressors that were linked to job dissatisfaction (Cooper, et al., 1989).

According to Vinokur-Kaplan (1994) study, organization factors such as workload and working condition were negatively related with job satisfaction. In the views of Fletcher & Payne (1980), a lack of satisfaction can be a source of stress, while high satisfaction can alleviate the effects of stress. Results of this study revealed that, both of job stress and job satisfaction were found to be interrelated. The study of Landsbergis (1988) and Terry et al. (1993) showed that high levels of work stress are associated with low levels of job satisfaction.

Moreover, Cummins (1990) have emphasized that job stressors are projector of job dissatisfaction and greater propensity to leave the organization. A study by Sheena et al. (2005) revealed that there are some occupations that are reporting worse than average scores on each of the factors such as physical health, psychological well-being, and job satisfaction.

The relationship between variables like job satisfaction and stress is to be very important to banking employees. If a definite link exists between two variables, it could be possible for banking employees to provide intervention in order to increase the level of one of the variables so that it will also improve the other variable as well (Koslowsky, et al., 1995).



Fig. 2: Job satisfaction and stress linking factors

The effects of job stress and job satisfaction

The effects of job stress and job satisfaction seen among the employees are as follows:

- Mood swing and sleep disturbances
- Upset stomach

- Severe headache
- Disturbed working and relations
- Anxiety
- Restlessness
- Absenteeism
- Job dissatisfaction
- Depression
- Down morale level
- Lack of loyalty towards organisation
- Job Insecurity/turnover

Strategies to cope up with job stress and job satisfaction: Individual level and corporate level

Individual Level Strategy

- Work life balance
- Create support network of friends and coworkers and
- Clear and open communication
- Maintain relaxed and positive attitude
- Try to perform the best because no one is perfect
- Have realistic expectations
- Have a balanced diet
- Practice relaxation and meditation
- Have thorough medical checkup at frequent intervals

Corporate Level Strategy

- Healthy work culture and environment
- Good relations with all level employees
- Change in the attitude of the management towards employees
- Redesigning the jobs to increase variety
- Prevent excessive hours of work
- Provide support to employees
- Rewards should also be improved-both praise and monetary terms
- More tangibly, working conditions, holidays
- Opportunities for career development-study leave
- Participatory decision-making, skill building, social security, support.
- Open door policy for individual employees

- Hold group discussions with employees
- Measure employee perceptions of job, working conditions, stress, satisfaction etc.

5. CONCLUSION

In the present Indian scenario of competitive market, large population and scarcity of good jobs, all human beings runs on the theory of "Survival of the Fittest". Every profession involves stress. The degree and depth may vary from one job to another. Both employer and employee must understand that work should be valued and not excessive. Health and family life should not be compromised for work; rather offer happiness, peace of mind, certainty, variety and flexibility. Steps should be taken to reduce stress and to increase job satisfaction. These two issues should be given top priority in the process of organizational change to improve working conditions and to avert the situation of brain drain. Better working conditions and environment will automatically solve the problems related to job satisfaction and stress.

The human resource policies should be designed, keeping in mind the stress that an employee faces at work and due to work-family conflict and other reasons. Organizations may organize training programs, especially need based, to enable them to cope with their working problems. Stress prevention techniques like yoga, meditation, and physical exercise could also form a part of such programs' curriculum. More emphasis needs to be placed on providing counseling before the problem becomes acute rather than after dysfunctional consequences are evident.

In conclusion, it is clear that an understanding, accommodating, and sympathetic approach towards employees to reduce stress and to enhance job satisfaction may lead to organizational effectiveness by fostering continued employment and maximum performance among the employees.

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