

# Effect of Occupational Stress on Job satisfaction and Life Satisfaction

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**Abstract:** *The present investigation of the study to examine whether occupational stress have any relationship and impact on job satisfaction and life satisfaction. The sample consists of 100 employees of service and business organizations. The questionnaires were used for the investigation of the study Viz., Occupational stress index by Srivasthava and Singh and Kanungo's job satisfaction and Dubey et al.'s life satisfaction. The statistical tools means, SDs, t-test were employed for the study. The occupational stress was found to be significantly impact with job satisfaction and life satisfaction and organizations point of view, comparatively, except life satisfaction, Occupational stress and job satisfaction are significantly differed.*

**Keywords:** *Occupational stress, job satisfaction, life satisfaction, service and business organizations.*

## 1. INTRODUCTION :

The current time has been known as the period of anxiety which make undesirable perspective and redirect the consideration and maneuver into pool of depression. The stress is normal in our piece of life and impact the exercises overall and explicit. Stress at least level may not be destructive to individuals . Be that as it may, when individuals experience outrageous stress it influences all parts of human conduct incorporating the word related in which he is effectively included. Stress lessens the usefulness and productivity levels in employees. Stress, consistently, turns out to be so oppressive that ordinary method for dealing with stress of employees come up short and they begin looking for shelter in medications, liquor or may foster psychological sickness even. Stress is an essential piece of the normal texture of life. While stress may have positive just as adverse consequences, the adverse consequences for the most part get most extreme consideration. There are numerous obstacles, both outer and inward conditions that meddle with congruity of the person's change.

Such obstacles place adjustive requests or weight on the person. Work related requests are regularly profoundly distressing . Numerous occupations set extreme expectations as far as obligation, time and execution. Stress thus, prompts both social and physiological results. The conduct results incorporate factors, for example, job satisfaction, life satisfaction,

productivity and others.

Occupational stress quite possibly the most analyzed and studies ideas in mechanical fragments, is an investable side-effect of our general public and its surroundings. Occupational stress might be characterized as an interest from any part of the work related job that has outrageous or poisonous attributes, the limit or harmfulness recognizing stress from other occupation qualities which may bring about gentle impacts, for example, work disappointment. Instances of such occupation stresses are job struggle, job over-burden, low status, frailty and so on, To the degree that the work climate contrarily influences the wellbeing of people in work and life, it additionally adversely influences the associations wherein those individuals are utilized. The life satisfaction will likewise be affecting by occupational stress. The stress influences the different elements of the life, on the off chance that it will be proceeding and influences the few viewpoints of the life which may be satisfying or not to determine.

## **2. REVIEW OF LITERATURE:**

Bonebright et al., (2018) expressed that there are two sorts of occupational-alcoholic employees, supporting the significance of proceeded with separation of employees types. Non-enthusiastic occupational-alcoholic employees were found to have fundamentally more occupational–life struggle and altogether less life fulfilment and reason in life than 3 of the 4 kinds of non-alcoholic employees. Energetic alcoholic employees were found to have altogether more life fulfilment and reason in life than non-enthusiastic obsessive employees and essentially more occupational–life struggle than 3 of the 4 non work alcoholics. Gulsum Bastug (2021) shown that a huge contrast was found between life satisfaction and occupational stress pre-test- post-test upsides of the representatives doing organizational work out. The degree of occupational stress in the representatives performing office practice diminishes. Occupational stress was lower in female employees than in male employees. Connection was resolved between organizational employees' life satisfaction and occupational stress scores. End: As the satisfaction of organizational employees expanded occupational stress diminished.

Shinde (2014) researched on occupation stress and occupation satisfaction towards nursing professionals. The outcomes shown that there was no huge affiliation found between work related stress, occupational satisfaction and age, sex, proficient schooling, year of involvement. Explicit measure to decrease stress of medical attendant related with oftentimes happening causes and measures to further develop occupational satisfaction related with remuneration and autonomy will be useful to further develop execution of the attendants. Naser et al (2017) featured that the lower occupational stress affected the higher occupation satisfaction, and efficiency in the occupational environment. Rehaman et al., (2012) considered the effect of occupation weight on employees' occupational satisfaction in private schools and demonstrated that the outcomes are negated that stress is emphatically identified with employees' job satisfaction .

Haris and Jeya Prabha (2018) investigated the impact of occupation weight on job satisfaction of educator who are woking in government and private representatives. The finishes of the investigation were A solid negative connection exists between the word related stress and job satisfaction of the optional school teachers.Secondary teachers

experience shifted levels of work related stress and lower levels when sort of school (government/private) and sexual orientation are mulled over, accordingly suggesting that the functioning conditions are diverse for the educators.

Likewise, a negative connection between job satisfaction and work related stress mirrors that when instructors are not happy with their positions they will feel the stress of the occupation; to cut down the measure of work related stress the job satisfaction ought to be expanded. Endeavours ought to be done to diminish the work related stress and increment the job satisfaction.

The outcomes uncovered that occupational stress has a huge negative relationship with job execution, job satisfaction, and life satisfaction while emphatically huge related with turnover goals. Further a critical contrast was found among married and unmarried school speakers on these examination factors (Ahmed khan et al., 2014). Riaz (2016) examined the connection between occupational stress and employees' job satisfaction. The investigation is led in the Nursing Area of DHQ Medical clinic of Okara. In this examination the occupational stress is autonomous variable and employees' job satisfaction is reliant variable. In this investigation we utilized quantitative exploration and information is gathered through overview. For information assortment, survey is utilized. Test size comprises of 100 medical attendants of DHQ Emergency clinic of Okara. The information is examination through SPSS. The consequence of the examination shows that occupational stress positively impact on employees' job satisfaction.

Chithra (2020) explored an endeavour to examine whether this online classes and new responsibilities because of Corona virus - 19, impacts the work related stress of the teachers and its effect hands on fulfilment. the level of teachers' stress is changing with segment factors and the connection among stress and job satisfaction is positive. Furthermore, the Online classes and other extra responsibilities during this period have expanded the feeling of anxiety of teachers. Taking care of online classes has huge impact on occupational stress and occupational stress has noticeable effect hands on satisfaction of teachers. Ejaz et al., (2014) analyzed to discover the relationship of occupation stress with job perspectives in school instructors. This is a cross-sectional examination configuration dependent on purposive inspecting strategy. The outcomes uncovered that occupational stress has a huge negative relationship with occupational execution, occupational satisfaction, and life satisfaction while decidedly critical related with turnover intensions.

Singh et al., (2019) stated that one of the psychological consequences of occupational stress is a decrease in job satisfaction that leads to quitting and quitting jobs and reduces one's commitment to the organization. Job satisfaction is the kind of attitude that one has to occupational. Job satisfaction increases one's productivity and commitment to the organization enhances one's physical and mental health and brings satisfaction to one's life. Naser et al., (2017) concluded that the levels of employees' perceived occupational stress and job satisfaction were moderate-high and moderate, respectively. Also, their productivity was evaluated as moderate. Although the relationship between occupational stress and productivity indices was not statistically significant, the positive correlation between job satisfaction and productivity indices was statistically significant. The regression modelling demonstrated that productivity was significantly associated with shift schedule, the second and the third dimensions of occupational stress (role insufficiency and role ambiguity), and the second dimension of job satisfaction related to supervision.

Sachin Ratan et al., (2018) revealed that majority of doctors were found to be unsatisfied with job and had more stress among them. Factors like age, educational status and severity of stress emerged as potential influential factors. Work-load; pay and benefits; autonomy; safety and security; and work-load were associated with more dissatisfaction. So, these factors should be addressed by institutional authority to raise job satisfaction among doctors, improve health care delivery, retention of faculties in college, to reduce stress level, to provide safety, to decrease work-load and sufficient autonomy. The results of present study can help in future studies to identify the measures for improving satisfaction among doctors by addressing the identified risk factors.

### **3. METHODOLOGY:**

#### **Hypotheses:**

In the light of the above the present investigation aims at examining the effect of occupational stress on job satisfaction and life satisfaction among professional employees in two different organizations. In accordance with the interpretation, the following hypotheses were framed which reflect the relationship and assumptions generally inferred in previous research, were tested.,

1. There would be significant impact of occupational stress on job satisfaction and life satisfaction among employees, working in service and business organizations.
2. There would be significant difference between service and business organizations regarding occupational stress, job satisfaction and life satisfaction of employees.

#### **Sample:**

The sample consisted of 100 employees, 50 from each of the two organizations Viz., Service and Business organizations. All subjects were permanent with minimum 4 years job tenure.

#### **Tools:**

Occupational stress index ( Srivasthava & Singh, 1981) consisted of 46 statements with 5 point scale i.e., Strongly disapprove, Disapprove, Undecided, Approve and Strongly approve). The items are related to job life namely role conflict, powerlessness, low status etc., The job satisfaction questionnaire (Kanungo, 1984) was used to measure job satisfaction of the sample. The scale consists of 16 items to be responded by the subjects on a 6 point scale (1- extremely dissatisfied to 6-extremely satisfied). The minimum and maximum scores are 16 and 96 respectively. A high score indicates high job satisfaction and low score indicates low job satisfaction. The reliability (internal consistency) of the scale was 0.88 respectively.

Life satisfaction scale was used to measure life satisfaction of the employees. The scale is adapted by Quality of life scale (Dubey BL, Dwivedi P and Varma SK, 1988). The scale consists of 24 statements on a 5 point scale. The maximum and minimum scores of life satisfaction are 120-24 respectively.

The reliability of scale was 0.87 respectively.

The questionnaires were printed in telugu and english languages and were administered to the subjects individually. The obtained scores were statistically treated in accordance with the specific intension of the study.

**Procedure:**

The subjects are requested to fill the questionnaires based on their views. The questionnaire method is followed for investigation of the study. The filled questionnaires were collected for the subjects on the same day or on the following day. The time is taken to fill questionnaire approximately 15 minutes.

**4. RESULTS AND DISCUSSIONS:**

The present investigation of the study is to find-out the impact of occupational stress on job satisfaction and life satisfaction of employees who are working in service and business organizations.

Table .1 present the means, SDs and mean differences between occupational stress (OS) and jobsatisfaction (JS) and life satisfaction (LS) of employees , working in service and business Organizations.

S.No		OS	JS	OS	LS
1	Mean	74.32	70.21	74.32	63.42
2	SD	6.15	3.58	6.15	3.21
	t	1.92 *		2.84**	

\*\* significant at 0.01 level \* 0.05 level

The table.1 shows that the mean scores, SDs and mean differences of occupational stress and job satisfaction and life satisfaction . These are 74.32 with an SD of 6015, 70.21 with an SD of 3.58 and

63.42 with an SD of 3.21 respectively. The mean differences between occupational stress and Job satisfaction is 1.92, significant at 0.05 level and between occupational stress and life satisfaction ,the mean difference is 2.84 which is significant at 0.01 level. It means that there is significant impact of occupational stress on job satisfaction and life satisfaction of the employees, working service and business organizations.

The stress in general and specific is part of life in a multi-dimensional point of view which should have to be influenced the personal, professional, emotional, cultural social and other dimensions. In the working environment, the job satisfaction will also be influencing by various factors Viz., infrastructural dimensions to occupational, supervision, leadership, co-workers' cooperation and coordination, occupational environment, human relations, training and development, reinforcement models, wages and salaries and other perks, welfare related components, job security and job safety etc., The job satisfaction is an quantifiable metric, as a emotional response whenever experience with job related activities.

In the work atmosphere, if any factor or factors influence the employees continuously that it is source of responding in positive or negative which significantly influences the job related attitudes like job satisfaction, job involvement and commitment. Besides it has to be affected the individual s' perceptions and behaviour which is a major element of leading the life satisfaction. Life satisfaction is the degree to a person positively evaluates the overall quality of his/her life as a whole. In other words, how much the person likes life he/she leads. It is more complex to understand. It will be influencing by different factors of personal,

emotional, social, cultural and others. The occupational related factors also influence the life satisfaction. However, it is source of leading the life and up-lift the standards of the life pattern. In our study, the occupational stress significantly influences the life satisfaction. Job stress will be continuously influenced the satisfaction at various levels which finally affect the life satisfaction. In this perspective, there are several reasons to influence the life satisfaction which are varied individual to individual and organization to organization.

Hence the 1<sup>st</sup> hypothesis "There would be significant impact of occupational stress on job satisfaction and life satisfaction among employees of service and business organizations", is accepted as warranted by the results.

Based on the study, table 2. Presents the means, SDs and means differences of occupational stress between service and business organizations. The mean scores and SDs between service and

Table.2 indicates that means, SDs and means differences of occupational stress (OS) between service and business organizations.

S.No		SO	BO
1	Details	OS	OS
2	Mean	72.19	75.32
3	SD	4.69	2.39
4	t	2.19 **	

\*\* significant at 0.01 level

business organizations are 72.19 with an SD 4.69 and 75.32 with an SD 2.39. The mean difference of occupational stress between service and business organizations is 2.19 which is significant at 0.01 level. Based on the mean scores of these organizations, the business organizations have more occupational stress than that of service organizations. It means that the working atmosphere is different in business organizations. Work related direction of goal achievement will also be different.

In general, the work functions will be smooth, but the nature of adventure, must be taken into account. In business organizations. They confront more challenges in achieving the targets/results and adapting the strategies in minimizing the difficulties in working atmosphere. In service organizations, employees move the functions according to their scheduled tasks and goals. However, in business organizations, employees follow the schedules and they can promote their efforts to achieve the goals in a productive way. The working atmosphere is more challenging including more risk-based activities. Based on the multi-dimensional perspectives in the work, they can meet easily stress in work than service organizational environment.

Table.3 presents that the mean scores with an SDs and mean differences of job satisfaction of the employees occupationaling in service and business organizations are 74.021 with an SD 4.32 and

72.31 with an SD 3.42 respectively. The mean difference between these organizations is 1.92 significant at 0.05

Table. 3 shows that means, SDs and mean differences of job satisfaction of employees between service and business organizations.

S.No		SO	BO
1	Details	JS	JS
2	Mean	74.21	72.31
3	SD	4.32	3.42
4	t	1.92 *	

level. Based on the mean scores of the job satisfaction of the employees, the service organizations' employees are more job satisfied than the business organizations' employees comparatively. They are differed significantly based on the mean difference. Job satisfaction will be affected by several factors. In work atmosphere, the level of job satisfaction also varies by employees and organizations. In our study, occupational stress is the main component that influences the job satisfaction. Stress is specific phenomena ,here, at different levels that affects employees' job satisfaction. In business organizations, employees have target – oriented schedules to acieve competitive mandatory goals. They should maintain high-quality customer relationships and meet their needs and maintain good reputation. Manitianing the level of employees' retention and occupy the best position in the marketing space. As far as service organizations are concerned, employees positioning will be different. This is the reason, the service and business organizations have a significant difference in job satisfaction.

Regarding life satisfaction, table.4 presents the mean scores, SDs and mean difference of the employees who are occupationaling in service and business organizations are 69.32 with an SD 5.01 and 68.37 with an SD 2.97 and mean difference 0.91 which is not significant respectively.

Table. 5 shows that means, SDs and mean differences of life satisfaction of employees between service and business organizations.

S.No		SO	BO
1	Details	LS	LS
2	Mean	69.32	68.37
3	SD	5.01	2.92
4	t	0.91 @	

Based on the mean scores of life satisfaction of employees in service and business organizations, the service organizations have life satisfaction than that of business organizations . The difference is also negligible and mean difference is also not significant. It means that the life satisfaction is different from job satisfaction. Job satisfaction is also one of the dimensions, that affects the life satisfaction. In the case of occupational stress, job is the main influencing factor of life satisfaction. Besides, personal, emotional, social, cultural and other domains also affects the life satisfaction. Job is a source of fulfilling the needs of individual in different perspectives. If any dissatisfaction in job will be taking place due to disorganizations in expectations and achievements. Therefore, it is somewhat possible to balance the levels of job satisfaction and life satisfaction. Level of life satisfaction will be differed individual to individual. However, there is no difference between service and business organization regarding life satisfaction.

Thus the 2<sup>nd</sup> hypothesis “ There would be significant difference between service and business organizations regarding occupational stress, job satisfaction and life satisfaction’, is accepted in the case of occupational stress and job satisfaction and not accepted relating to life satisfaction as warranted by the results.

## 5. CONCLUSIONS:

The present investigation of the study is to examine the significant impact of occupational stress on job satisfaction and life satisfaction of employees in service and business organizations. Moreover, to pursue the significant difference between occupational stress, job satisfaction and life satisfaction between service and business organizations. The sample consisted of 100. The statistical tools - mean scores, SDs and mean differences were considered for the investigation . The following conclusions were drawn from our investigation of the study.

1. The occupational stress influences the job satisfaction and life satisfaction of the employees at different levels irrespective of the organizations.
2. The occupational stress and job satisfaction are differed significantly except life satisfaction between service and business organizations.

## Implications of the study:

1. The stress is common phenomena in life which is in general and specific. Organizations should have to conduct in-house training programmes for awareness regarding how stress will be influencing the job from different domains like personal, emotional, social and cultural etc., not only from occupational.
2. Organizations should have to manage the homeostasis between occupational stress, job satisfaction and life satisfaction in the occupational environment by resolutions.

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