

# **An Analysis on the Relationship between Job Satisfaction and Work Stress**

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## **ABSTRACT**

Job satisfaction is a goal that most employees aspire towards, but not all achieve. It's critical for organizations to understand the aspects that can boost employee happiness and how they contribute to a company's overall performance. Modern organizations consider Work stress and Job Satisfaction of their employees as two important workplace issues. To identify this scenario at banks, this article examined the impact of work stress on Job satisfaction of bank employees. Further, it examined the relationship between Work Stress and Job Satisfaction of bank employees, For Data analysis Anova and Correlation analysis were used for a sample of 294 SBI and ICICI bank employees and results depicted that Work stess has its impact on job satisfaction and Work stress and Job Satisfaction were negatively Correlated.

**Keywords:** Job Satisfaction, Work Stress, Banks, Employees.

## **I. INTRODUCTION**

Job Satisfaction refers to the negative feelings that arise when one considers one's job to be a roadblock to fulfilling one's values. In each work appraisal process, three variables are present: a perception of the job's aspect, a value system, and an assessment of the link between the perception and the value system. Job satisfaction towards their employment is described as the difference between what they expected and what they really received out of it. Indeed, an employee with modest expectations may be more content with his or her employment than one with high expectations. If the employment meets or exceeds one's expectations, one is happy and content with the job. Job satisfaction refers to an individual's positive attitude about the work position that he is now occupying, as well as the pleasant feeling state that results from the appraisal of one's job as accomplishing or facilitating one's worth

<sup>1</sup> Mursali A., Basuki E., Dharmono S. (2009) When there is a mismatch between job requirements and the workers' capabilities, resources, or needs, work-related stress is deemed detrimental. Job satisfaction is described as emotions of fulfilment resulting from a positive assessment of one's job and the realisation that one's job is supporting one in accomplishing one's objectives. People have objectives and values that they want to achieve. They are content with their profession if it helps them achieve those aims. Job satisfaction is described as a collection of feelings related to one's work. It may also be described as emotional or affective reactions to various aspects of a scenario. The gap between what is expected from the job and what is actually experienced, as well as comparing this disparity to other employment, causes these sensations. Work stress is a significant contributor to job satisfaction. When used as a motivator, work-related stress promotes creativity and satisfaction, which eliminates boredom and monotony. When stress is a negative influence, it causes hostility and low work satisfaction. Every work has uncomfortable times, but disgruntled workers are more likely to feel stressed on a daily basis. Those who are dissatisfied with their occupations and work environments will become restless. They may express their dissatisfaction with projects, managers, clients, or coworkers more frequently. Every company should strive to eliminate job dissatisfaction among their employees. After all, dissatisfied employees are less productive, which has a negative impact on the organization as a whole. Employees that are unhappy in their jobs are less likely to be motivated, have a bad attitude, and perform poorly. Furthermore, a dissatisfied workforce causes widespread dissatisfaction, which leads to greater absenteeism and, in the worst-case scenario, higher employee turnover rates. Employees who are dissatisfied with their occupations are far more likely to suffer and report workplace stress. Workers who are content or happy at work are far less likely to say they are stressed out at work. This is simply human nature: if a person is not doing something he or she likes, chances are he or she will be unsatisfied, and even minor events will stress him or her out. Job satisfaction is the pleasant feeling that a person has about their job as a consequence of an assessment of its attributes. Working jobs include interacting with coworkers and managers, adhering to organizational rules and regulations, fulfilling performance criteria, and putting up with difficult working circumstances. It has been discovered that a person's job satisfaction level and the holding of good thoughts about the same concerned job have a positive association, whereas a person unsatisfied with his job has negative feelings about the job and organization. Every business strives to have contented staff. When employees are dissatisfied with their employment, lack of job involvement, and have poor loyalty to the company, a slew of negative repercussions ensue. Employees who are dissatisfied may withdraw psychologically, physically, or even behave aggressively in reprisal for perceived wrongdoings. Satisfied personnel may go above

and beyond the call of duty for customers, have spotless work records, and strive for excellence in all aspects of their careers. The long-term consequences of work unhappiness are numerous.

Job satisfaction is a sensation that may have a good or bad impact on one's functions and responsibilities at work. It's critical to grasp the notion of job satisfaction because there is no single solution to please all employees. Job satisfaction is also defined as a favourable attitude toward one's job, as well as a collection of sentiments and beliefs that span the mental, emotional, and physical realms. Job satisfaction is also defined as an employee's emotional response to numerous job-related aspects that results in pleasure, comfort, confidence, rewards, personal progress, and other good chances, upward mobility, recognition, and assessment based on merit with monetary remuneration are all included. Job satisfaction may also be defined as an employee's overall emotional appraisal of oneself or herself in the context of his or her work. The majority of studies believe that work-related stress can be caused by a variety of reasons

## **1.2 Objectives**

1. To examine the impact of work stress on job satisfaction of SBI and ICICI bank employees
2. To understand the relationship between Work Stress and Job Satisfaction of SBI and ICICI bank employees

## **1.3 Hypothesis**

### **H01: There is no significant impact of work stress on Job satisfaction of bank employees.**

H01a - There is no significant impact of Work Stress on Job Satisfaction of SBI employees.

H01b - There is no significant impact of work stress on Job Satisfaction of ICICI employees

### **H02:There is no correlation between Work Stress and Job Satisfaction of bank employees**

H02a . There is no correlation between Work Stress and Job Satisfaction of SBI bank employees.

H02b . There is no correlation between Work Stress and Job Satisfaction of SBI bank employees.

## **1.4 Research Methodology**

The Primary data was collected in Telangana's Mahabubnagar district by using a Well-Designed structured Questionnaire consisting of five-point Likert scale with a sample of 298 from each banks

i.e SBI and ICICI. The Quantitative data from the empirical survey was analyzed using SPSS. Secondary Data was collected from Published Books, Journals, Websites, and Magazines.

## **2.1 Literature Review**

<sup>1</sup>in the Paper titled "Job stress and job satisfaction of middle level hotel employees." in the "*Journal of Personality and Clinical Studies.*" Examined the relationship between job stress, job satisfaction and job involvement among 50 middle-level hotel managers aged 22-36 years, found that there was a negative relationship between work stress and job satisfaction, irrespective of employee's gender, marital status, education, and experience.

<sup>2</sup>in their Empirical study entitled "A study of job stress on job satisfaction among university staff in Malaysia: Empirical study" This article researched the relationship between job stress and job satisfaction. The determinants of job stress that have been analyzed under this investigation incorporate relationships with others, homework interface, the management role, role ambiguity, and performance pressure, workload pressure. The sample comprises of a state-funded college academician from Klang Valley territory in Malaysia. The results appear there is a relationship between four of the develops tried. The outcomes additionally show that there is a critical negative relationship between job stress and job satisfaction.

<sup>3</sup> Recent studies on the relationship between job stress and job Satisfaction have pulled in significant considerations from the researches, In spite of the fact that the relationship is significant, work related stress as an significant determinant has been given less consideration in organizational stress research literature, Numerous researchers argue that this circumstance emerges From past investigations that have emphasized much on portraying work related stress. Utilizing a meta-analysis method to clarify the qualities of work-related stress specifically organizational settings, executing a basic survey technique to evaluate respondent mentalities toward employee stress in executing job characteristics, and overlooking to Evaluate the impacts of size and the idea of correlation between work related stress and job satisfaction.

<sup>4</sup> Workplace stress is a significant contributor to work satisfaction. When used as a motivator, work-related stress promotes creativity and fulfilment, which eliminates boredom and monotony. When stress is a negative influence, it causes hostility and low work satisfaction.

<sup>5</sup>There is mounting evidence that current employment patterns are negatively impacting work satisfaction and deteriorating people' physical and mental health.

<sup>6</sup>Individual and organisational difficulties such as behavioural, mental, and physical results, performance, job satisfaction, and organisational commitment are commonly influenced by work-related stress.

<sup>7</sup> Positive affectivity and negative affectivity are two aspects of affective disposition that influence work satisfaction. Positive affectivity is characterised by high energy, enthusiasm, and joyful participation, whereas negative affectivity is characterised by stress, unpleasant involvement, and anxiousness.

Workers may be protected from stresses if they are happy at work. Satisfaction is a stress-controlling element. Job satisfaction had a direct impact on production throughout the neoclassical period (1920–1950), according to theories. They felt that contentment and production had a cause-and-effect relationship. This clarified why businesses attempted to increase employee productivity in a variety of ways. These two characteristics (work-related stress and job satisfaction) may have a detrimental influence on a working group's productivity, resulting in an increase in a company's expenditures.

<sup>8</sup> According to research, there are considerable links between workplace dimensions, stress, and job satisfaction. Low levels of job satisfaction are linked to high levels of work stress. Job stresses are linked to job dissatisfaction and a higher likelihood of leaving the company.

<sup>9</sup> It is essentially a personal matter as to how one perceives his or her employment, and when there is a mismatch between what is anticipated and what is obtained, dissatisfaction occurs. — Some form of stress is a regular aspect of life, and it forces a person to learn and grow without having a negative impact on their health. When stress is more intense, constant, or recurring, it might degrade one's quality of life and have an impact on one's family's life. According to studies, there is no link between job stress and job happiness.

<sup>10</sup> Job satisfaction and job stress are associated in another study with job stress affecting satisfaction during depressed moods, leading to physician turnover. Job satisfaction was also found to be adversely connected with role stress <sup>11</sup>, According to there is a definite correlation between perceived stress and job satisfaction.

### **3.1 DATA ANALYSIS AND INTERPRETATION**

The below table provides the Frequency and Proportion of Respondents for each of the Descriptive Variables such as Gender, Age, Education, Employee Profession, and Marital status. This information was used to assess the demographic profile of the respondents.

<b>Demographics</b>		<b>SBI</b>	<b>ICICI</b>
<b>Gender</b>	Male	149	149
	Female	149	149
	Total	<b>298</b>	<b>298</b>
<b>Marital status</b>	Unmarried	77	161
	Married	221	137
	Total	<b>298</b>	<b>298</b>
<b>Age</b>	Up to 25	89	126
	Up to 35	112	112
	Up to 45	46	38
	Above 45	51	22
	Total	<b>298</b>	<b>298</b>
<b>Designation</b>	Clerical	144	178
	Supervisor	82	77
	Officer	72	43
	Total	<b>298</b>	<b>298</b>
<b>Experience</b>	Less than 5 years	104	175
	5-10 years	80	46
	Above 10	114	46
	Total	<b>298</b>	<b>298</b>

The sample is evenly distributed between male and female employees of SBI and ICICI, and the majority of respondents in both groups were married. The largest percentage of respondents among SBI employees are in the age range of up to 35, followed by the age range of up to 25, above 45, and up to 45, whereas the majority of respondents in both groups were in the age range of up to 25, followed by up to 35, up to 45, and up to above 45. In SBI Bank, entry-level workers made up the majority of the workforce, followed by officer and supervisor levels. Office workers made up the majority of ICICI respondents, followed by supervisors and officials. Similarly, the majority of SBI employees had experience of less than five years, followed by five to ten years and more than ten years, while the majority of ICICI employees had experience of less than five years, five to ten years, and more than ten years.

In order to test the Null Hypothesis H01. There is no significant impact of work stress on Job satisfaction of bank employees. The Sub Hypothesis H01a . There is no significant impact of Work Stress on Job Satisfaction of SBI Employees and H01b - There is no significant impact of Work Stress on Job satisfaction of ICICI employees are done by using the Anova Technique.

SBI							ICICI				
ANOVA		Sum of Squares	df	Mean Square	F	Sig.	Sum of Squares	df	Mean Square	F	Sig.
Demand	Between Groups	3630.348	20	181.517	35.872	.000	3630.348	20	181.517	35.872	
	Within Groups	1401.656	277	5.060			1401.656	277	5.060		.000
	Total	5032.003	297				5032.003	297			
Control	Between Groups	8923.139	20	446.157	18.583	.000	8923.139	20	446.157		
	Within Groups	6650.459	277	24.009			6650.459	277	24.009	18.583	.000
	Total	15573.597	297				15573.597	297			
Support	Between Groups	2310.559	20	115.528	25.818	.000	2310.559	20	115.528	25.818	
	Within Groups	1239.494	277	4.475			1239.494	277	4.475		.000
	Total	3550.054	297				3550.054	297			
Role	Between Groups	1006.876	20	50.344	375.499	.000	1006.876	20		375.499	
	Within Groups	37.138	277	.134			37.138	277	50.344		.000
	Total	1044.013	297				1044.013	297	.134		
Relationships	Between Groups	1566.891	20	78.345	2125.555	.000	1566.891	20		2125.555	
	Within Groups	10.210	277	.037			10.210	277	78.345		.000
	Total	1577.101	297				1577.101	297	.037		
Rewards	Between Groups	6300.949	20	315.047	172.414	.000	6300.949	20		172.414	
	Within Groups	506.155	277	1.827			506.155	277	315.047		.000
	Total	6807.104	297				6807.104	297	1.827		

Table1: Anova Table of SBI &amp; ICICI Bank Employees

**Interpretation:** Upon testing of the Null Hypotheses H01 by using the ANOVA, it is found that the p value of the dimensions of Work Stress i.e., demand, control, support, role, relationships and rewards is lesser than 0.05 for the Hypothesis H01a and H01b, which indicates, there is a significant impact of Work Stress on Job Satisfaction of SBI and ICICI bank employees. Therefore the Null Hypotheses " There is no significant impact of work stress on Job satisfaction of bank employees." is rejected.

In order to test the Null Hypothesis H02 .There is no correlation between work stress and job satisfaction of bank employees. The Sub Hypothesis H02a . There is no correlation between work stress and job satisfaction of SBI bank employees and H02b . There is no correlation between work stress and job satisfaction of SBI bank employees are done by using Correlation Analysis

		<b>SBI</b>		<b>ICICI</b>	
<b>Correlations</b>		WS	JS	WS	JS
JS	Pearson Correlation	1	.672**	1	-.100
	Sig. (2-tailed)		.000		.084
	N	298	298	298	298
	Pearson Correlation	.672**	1	-.100	1
	Sig. (2-tailed)	.000		.084	
	N	298	298	298	298

Table 2 \*\*. Correlation is significant at the 0.01 level  
(2-tailed).

**Interpretation:** Upon testing of the Null Hypotheses H02 by using correlation Analysis, it is found that Correlation between Work Stress and Job Satisfaction is -.672, This reveals that Work Stress has a significant correlation, i.e. negative correlation with Job Satisfaction of SBI employees. Hence the Hypothesis H02a is rejected. Further The table reveals that the correlation between Work Stress and Job Satisfaction is -.100, This denotes that Work Stress has a significant correlation, i.e. negative correlation with Job Satisfaction of ICICI employees. Hence the hypothesis (H02b) is rejected. Therefore the Null hypothesis " There is no correlation between work stress and job satisfaction of bank employees." is rejected.

### **3.2 Findings**

There is a significant impact of Work Stress on Job satisfaction of SBI employees and ICICI Banks. All dimensions of Work Stress has a significant impact on “Job satisfaction” of SBI and ICICI bank employees. The major reasons for workers not being satisfied were Employees had no freedom to work alone at work, employees had no ability to do various tasks from time to time & the way the higher officials treated them.

There is a correlation between Work Stress and Job satisfaction of SBI and ICICI Bank employees, From the results, it is concluded that, the negative relationship between Work Stress and Job Satisfaction suggests, an increase in the Work Stress of SBI and ICICI employees decreases the Job Satisfaction of SBI and ICICI bank employees.

### **3.3 Conclusion**

Job satisfaction is a notion based on the idea that the happiest employee is also the most productive employee, and that people who are pleased at work don't feel like they are working at all. Many factors influence workers' levels of job satisfaction; some are found inside the company, some within the framework of the job itself, and yet others are inherent in each worker's character and personality.

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