



**THE RELATIONSHIP BETWEEN STRESS AND JOB SATISFACTION  
AMONG TEACHERS**

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## AUTHOR DECLARATION

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

I hereby declare that the work in this academic project is my own except for quotations and summaries which have been duly acknowledged.

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## ABSTRAK

Kajian ini adalah bertajuk Perhubungan Diantara Tekanan dan Kepuasan Kerja Di Kalangan Guru. Tekanan dan kepuasan kerja selalunya berlaku dalam aktiviti kerja-kerja harian. Kajian ini adalah untuk memastikan tahap tekanan kerja di kalangan guru, tahap kepuasan kerja di kalangan guru dan tahap komitmen di antara guru-guru di Sekolah Menengah Ugama Arab Diniyah Permatang Rambai Pasir Puteh, Kelantan (SMUAD). Untuk mendapat maklumat tersebut, satu set soal selidik telah diedarkan kepada semua guru di Sekolah Menengah Ugama Arab Diniyah Permatang Rambai Pasir Puteh, Kelantan (SMUAD) iaitu seramai 20 orang guru. Mereka telah diberi masa selama dua minggu untuk menjawab soalan soal selidik tersebut. Kajian ini adalah bertujuan untuk mengenal pasti tahap tekanan kerja di kalangan guru, mengenal pasti tahap kepuasan kerja di kalangan guru, mengenal pasti punca tekanan kerja di kalangan guru dan cara-cara untuk menyelesaikan tekanan kerja. Bagi memperolehi data-data, teknik kajian soal selidik telah digunakan dengan menggunakan dokumen-dokumen yang berkaitan. Kandungan soal selidik adalah berdasarkan kepada tingkah laku yang terjadi dalam kehidupan. Data-data telah dikaji dan di analisis dengan menggunakan kaedah Statistical Package for The Social Sciences (SPSS). Hasil kajian telah mendapati bahawa tahap tekanan yang terjadi kepada guru adalah disebabkan oleh tingkah laku pelajar yang menunjukkan tahap 'Tekanan Tinggi'. Tekanan yang disebabkan oleh bebanan kerja adalah di tahap 'Tekanan Rendah'. Kemudian tekanan yang disebabkan oleh keadaan kelas adalah di tahap 'Tekanan Sederhana'. Akhir sekali, walaupun guru-guru berada dalam tekanan tetapi mereka masih mempunyai kepuasan dalam pekerjaannya dan tahap komitmen guru terhadap profesion perguruan adalah di tahap yang tinggi.

## ABSTRACT

The titled of study is The Relationship Between Stress and Job Satisfaction Among Teachers. Stress and job satisfaction among the teachers occurs in the daily activity work. This study is to identify the level of job stress among the teachers, level of job satisfaction among teachers and level of commitment at Sekolah Menengah Ugama Arab Diniyah Permatang Rambai Pasir Puteh, Kelantan (SMUAD). This study based on twenty (20) teachers at Sekolah Menengah Ugama Arab Diniyah Permatang Rambai Pasir Puteh, Kelantan (SMUAD). The purpose of this study is to identify the level of job stress, job satisfaction, sources of teachers' stress and how to solve it. The questionnaire and reviewing relevant documents were the tools employed for data gathering purposes. The contents of questionnaire are based on their daily activities. The collected data was studied and analyzed using Statistical Package for The Social Sciences (SPSS) program. The findings indicate that the level of stress that occurs by teachers caused by students attitude is at 'High Stress' level. The stress caused by overload of duty is at 'Low Stress' level. Then, stress caused by situation of class is at 'Middle Stress' level. Finally, although they are in stress but they still has a job satisfaction in their jobs and teacher's commitment toward their teaching profession is at high level.

## ملخص البحث

يتناول هذا البحث موضوع العلاقة بين الضغوط النفسية والقناعة في الوظيفة بين المعلمين، وهذه الضغوط النفسية في مجال العمل تحصل في النشاطات اليومية، وهذه الدراسة تهدف كشف المي تأثير هذه الضغوط النفسية على المعلمين ومدى أثرها في التزامهم لوظائفهم في المدرسة الثانوية العربية الدينية كمفوع فرماتغ رمي باسير بوتيه كلنتان، وقد اعتمدت هذه الدراسة على استبان وزع بين عشرين من معلمي المدرسة الثانوية العربية الدينية فرماتغ رمي باسير بوتيه، وتهدف الدراسة توضيح مدى تأثير الضغوط النفسية على المعلمين، ومصادرها، وكيفية التغلب عليها، وقد استخدم لحصول هذه النتائج الاستبيانات والمراجع والكتب التي لها صلة بالموضوع، وتضمنت الاستبيانات النشاطات اليومية للمعلمين، ثم قامت الباحثة بدراسة وتحليل المادة عن طريق برامج الكمبيوتر لتحليل المعلومات، وقد دلت الدراسة على أن أكثر الضغوط النفسية التي يتعرض لها المعلمون يسببها المخالفات التي يرتكبها الطلبة، كما أن الضغوط الناشئة عن زيادة العمل تكون قليلة، والضغوط التي تنشأ بحالة الفصول الدراسية متوسطة، وفي الختام تبين من الدراسة أن المعلمين مخلصين لوظائفهم مع أنهم معرضون للضغوط النفسية والتزامهم لمسئولية الوظيفة رفيع جدا.

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**ARABIC WORDS TRANSLITERATION SYSTEM**  
**TRANSLITERATION TABLE**

**1. ALPHABET**

<u>Arabic</u>	<u>Latin</u>	<u>Example</u>	<u>Transliteration</u>
ء	'	فأر	fa`r
ب	b	برد	burd
ت	t	تلّ	tall
ث	th	ثوب	thawb
ج	j	جدار	jidār
ح	h	حليب	halīb
خ	kh	خادم	khādim
د	d	ديك	dīk
ذ	dh	ذهب	dhahab
ر	r	رفيق	rafīq
ز	z	زميل	zamīl
س	s	سلام	salām
ش	sh	شعب	sha <sup>c</sup> b
ص	s	صخر	sakhr
ض	d	ضيق	dayq
ط	t	طالب	tālib
ظ	z	ظالم	zālim
ع	°	عقل	°aql
غ	gh	غلام	ghulām
ف	f	فيل	fil
ق	q	قلب	qalb

ك	k	كلام	kalām
ل	l	لبّ	lubb
م	m	مال	māl
ن	n	نجم	najm
ه	h	هول	hawl
و	w	ورق	waraq
ي	y	يمّ	yamm

## 2. Short Vowel

<u>Arabic</u>	<u>Latin</u>	<u>Example</u>	<u>Transliteration</u>
_____	a	كَتَبَ	kataba
_____	i	عَلِمَ	°alima
_____	u	غَلِبَ	ghuliba

## 3. Long Vowel

<u>Arabic</u>	<u>Latin</u>	<u>Example</u>	<u>Transliteration</u>
ا، ي	ā	عالم، فتى	°ālim, fatā
ي	ī	عليم، داعي	°alīm, dā°ī
و	ū	علوم، أدعو	°ulūm, Ad°ū

#### 4. Diphthong

<u>Arabic</u>	<u>Latin</u>	<u>Example</u>	<u>Transliteration</u>
و	aw	نوم	nawm
ي	ay	ليل	layl
يّ	iyy	شافعي	shāfi <sup>c</sup> iyy (ending)
وّ	uww	علوّ	<sup>c</sup> uluww (ending)

## ABBREVIATIONS

AS	ʿalayh al-salām
comp.	compiler/compiled by
Def.	definition
ed.	editor/edition/edited by
H	hijriyyah
M	milādiyyah
n.a.	no author/no artist
narr.	narrated by
n.d.	no date/no year
n.pl.	no place
n.pb.	no publisher
p.	page
pp.	pages
perf.	performers
trans.	translator/translated by
RA	radiya Allāh ʿanhu/ ʿanhā/ ʿanhum
rev.	review/revision of
SAW	salla Allāh ʿalayh wa sallam
SWT	subhānahu wa taʿālā
vers.	version
vol.	volume
writ.	written by

# CHAPTER 1

## CHAPTER 1 : RESEARCH PROPOSAL

### 1.1 Introduction

Nowadays, job stress and job satisfaction among teachers become a major issues to all teacher. This problem will be effecting the image of education institutions. The teachers are very important people to produce an intellect generations. If this problem didn't take action, it will effecting the students and education system.

The characteristic of workplace conditions or environment also relating to job stress. Generally, the stress is needed to improve daily work activity. As we all known, a lot of stress will given a various negative effect of quality and job satisfaction.<sup>1</sup>

In earlier aspect, job stress can decrease the job quality, unable to work and early retirement. The continuous of job stress will effecting the mental, physical, teachers career and quality of their student. This situation occur because the stress will be decrease the quality of teaching and teachers commitment. If the school administrator unable to control and prevent this stress, it will be effecting to the teachers such as mental problem, negative attitude and physical problem that always exist.

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<sup>1</sup> Narawi Bin Udin, Dr Peter Songan.(n.d.) *Tahap Dan Punca Utama Stress Kerja Di Kalangan Pengetua Sekolah Menengah Di Sarawak*. Universiti Malaysia Sarawak, Jabatan Pendidikan Negeri Sarawak: Malaysia.

Job stress can give a negative effect of physiology such as headache, ulcer, high blood pressure and psychology such as bad mood, angry and facing a bad attitude to work.<sup>2</sup>

The Vice Chancellor of Science University of Malaysia, Prof Dato' Ishak Tambi Kechik mentioned that ;The teachers should be able to accept the social problem of teenagers, discipline problem and a lot of job stress.<sup>3</sup>

According of statement from National Education Service Association (Mastika Mei 1995), service problem, job stress, task conflict, uncertain of task, never get social support system from headmaster and others staff, so that the problem can't solved. This will cause a lot of teachers will be resign and apply of others profession or apply of early retirement. The teachers that no choice, they will maintain this profession but they are still not motivated and unproductive, so the teaching system will be decrease. The teachers will be stress and will effecting themselves.

According to previous researcher from oversea such as Boyle, Borg, Falzon, Baglioni 1995, Hart, wearing and Coon,1995, Kelly and Bethelsen,1995 and Cariacau and Sutcliffe 1978; mentioned that the main cause of job stress among teachers is student attitude, time stress, environment and relationship between others staff. This kind of situation has been existed in Malaysia. So that the "mass com" always spread the attitude or action from teacher that not ethic sources from stress such as not satisfied of salary, resignation, changes of curriculum and else. This situation will occur a stress among teachers.

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<sup>2</sup> Levitt,E.E.1967. *The Phsycology of Anxiety*. USA: Bobbs, Mevill Company Inc.

<sup>3</sup> Berita Harian, 9 June 1997

Despite job stress, job satisfaction will be exist among teachers. To determine an individual job satisfaction, the research indicate that the main factor to evaluate job satisfaction is challenge the ability of mental, satisfaction of deserts, the good environment and unity of staff. Then, personality, available and genetic also important (some of peoples also upbeat and positive to all things naturally, include their job).<sup>4</sup>

According to Carrol and Tosi (1977), the aspect of job satisfaction is always related to workplace conditions, situation of organization, organization characteristic and employee enthusiasm to their career. Employee that excellence in their career, they are very committed to organization and more productive. According to Holland 1973, one of the theories saying that job satisfaction is related between enthusiasms to career that had been selected.<sup>5</sup>

However, job stress among teachers not only gives a negative effect to the teachers but also to their students. So, a research about job stress among teachers have been conduct to find out the solutions. The research about job satisfaction in the group of teachers to be carry out to see the relationship between stress and job satisfaction among teachers.

## 1.2 Problem Statement

If the stress problem among teachers is unable to be controlled, it will be decrease

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<sup>4</sup> Stephen P.Robins. 2000. *Gelagat Organisasi*. Prentice Hall : Selangor Malaysia.

<sup>5</sup> Wan Hamzah Wan Daud, Amla Hj Mohd Salleh. 1992. *Kajian pola personaliti dan hubungan antara pola personaliti- persekitaran yang kongruen dengan kepuasan kerja guru2 sekolah rendah di kelantan*. Jurnal Pendidikan : Kelantan.

the teaching productivity and the quality of student will be effected. So, job stress among teachers must be controlled and solved, so that the teacher will teach very well during their teaching.

The stress that occur among teachers can effect the teaching process and education process. When the person has a stress, so they are unable to concentrate the work. Most of teacher that has any stress, they loss their concentration during teaching.

However, job stress among teachers will be effecting the teachers but also effecting to their students. So, a research about job stress among teachers to be conduct and to get the solutions.

### **1.3 Literature Review**

Stress and job satisfaction among teachers has been familiar and very important to all researchers, not only for local researchers but also to outside researchers.

According to previous researchers from oversea such as Boyle, Borg, Falzon, Baglioni 1995, Hart, wearing and Coon,1995, Kelly and Bethelsen,1995 and Cariacau and Sutcliffe 1978; saying that the main cause of job stress among teachers is student attitude, time stress, environment and relationship between others staff. This kind of attitude has been happen in Malaysia, so that the “mass com” always spread the attitude or action from teacher and the sources from stress such as not satisfied of salary, resignation of teacher, and changes of curriculum.

According to research that has been done by one researcher 'Laila Hassan' indicate the level of stress among teachers at Sekolah Menengah Kota Bharu, Kelantan, generally at the middle level of stress. On the job satisfaction level, most of our research indicate that their job satisfaction level is at high level. This research also indicate that most of the teachers have high commitment to their profession.

According from others research about teacher's job stress and sources of job stress among teachers in Malaysia indicate that the level of stress and not satisfied among teachers is very high compare to their job satisfaction. This research also indicate that the source of stress will be occur among teachers because they are targeted their students to get a good result in an examination, they need to manage the poor student, insufficient and a lot of student inside one class, a lot of paper works and various of others responsibility that will be interrupt to manage their class, must followed the decision given by school administration without an opinion from other teachers, rests time very short because work schedule to fix, teach the students that has various type of ability, not enough time to do a preparation and revision, the attitude of student are very bad to their subject, must manage a students that has bad attitude, not enough salary, responsibility from family to low, a lot of students come to school without the material that needed, must replace other teachers that absence, difficult to complete the subject at the time, less an opportunity to improve the profession and not enough time to organize the personal matters and family matters.<sup>6</sup>

#### **1.4 Significant Of Research**

Why research is needed:

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<sup>6</sup> Mohd Salamun Marjunit. 1999. *tekanan pekerjaan dan punca2 tekanan pekerjaan guru2 sekolah rendah di Malaysia*. Tesis : Kelantan.

1. Stress among teachers will affect the teachers.
2. Stress and job satisfaction among teachers is closely related to students.
3. Job stress will decrease the job performance.
4. Stress will produce the negative effect to the mental, physical and the career of teachers.
5. Stress among teachers will furnish the image of ministry of education.

## **1.5 Scope Of Research**

The research about the stress and job satisfaction will be conduct through questionnaire that have been distributed to the teachers at Sekolah Menengah Ugama Arab Diniai Kampung Permatang Rambai, Pasir Puteh Kelantan and participated by all teachers at that school.

## **1.6 Objective Of Study**

- To identify the sources of teachers' stress at Sekolah Menengah Ugama Arab Diniai Kampung Permatang Rambai, Pasir Puteh Kelantan.
- To compare relationship between job stress and job satisfaction among teachers.
- To identify the level of job stress among teachers.
- To look at the level of job satisfaction among teachers.
- To identify the factors of job satisfaction among teachers.
- To know how to solve the problem among teachers.
- To ensure that the school administration and ministry of education easy to provide

their planning and program to avoid the stress problem which have been shown by teachers after study their problem and sources of stress.

The knowledge of job stress among teachers is important because it will be effecting their quality , job satisfaction and decrease job productivity. This research very important to headmaster, the educational administrator of education department and Ministry of Education to plan the program, to give the basic skills among teachers to solve their stress problem.

## **1.7 Research Methodology**

We will be search through questionnaire, journal, thesis, books and internet.

### **a) Introduction**

Stress is recognized killer and a major contributor to workplace illness. Companies are worried about stress because of reduced effectiveness; individuals can find that the impact of stress blights their health and happiness. Yet stress is a complex phenomenon . it can't be painted in black and white. We all need a degree of stress to drive us on to achieve.

The trouble with stress is that it's not a matter of right or wrong. We have been conditioned to see stress as purely negative because of handy slogans like 'stress kills'. But we can't live slogan – an in this case we wouldn't want to. Stress is the impact of a

demand on a human being. The source can be external or internal. The demand can be positive or negative. Arguably there is no life at all without stress.

At the physical level we have a pretty good understanding of what stress is about. When the brain sense a demand for exertion it signals the release of various hormones from glands around the body. These active agents, like adrenalin, nor adrenalin and cortisol, prepare the body for action. Muscles tense up, the heart beats faster and the blood supply is concentrated where it is needed, moving away from 'low need' the blood supply is concentrated where it is needed, moving away from 'low need' areas like the digestion and the skin. All this is designed to provide a wave of energy to enable we to react appropriately to the trigger: to fight or to run away.

Stress has an important function . there are times when it is a genuine aid to survival –escaping a burning building or an attack. More often it is a driver to get the extra mile. We might be an athlete or an actor, a manager giving a business presentation or a firefighter.<sup>7</sup>

This research have been conduct using a questionnaire method to identify the level of job stress and job satisfaction among teachers at Sekolah Menengah Ugama Arab Diniah, Kampung Permatang Rambai, Pasir Puteh Kelantan. One set of questionnaire was distributed to the teachers at this school.

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<sup>7</sup> Brian Clegg, 2000. *Instant Stress Management*. Kogan Page. ISBN 0 7494 31164: UK

## **b) Population And Sampel Of Research**

The population of this research are participated by all the teachers at Sekolah Menengah Ugama Arab Diniyah Kampung Permatang Rambai, Pasir Puteh Kelantan and about twenty (20) teachers at this school participate in this research and give a cooperation to answer a questionnaire that has been distributed to them.

## **c) Instrument Of Research**

To get a result from this research, one set of questionnaire have been provided to ensure the job stress and job satisfaction toward teachers at the school. This questionnaire form is divided to three parts.

Part A contains an information about respondent personality and need them to mentioned sex, teaching experiences and standard.

Part B contains an items about job stress among teachers. For each items that has selected by respondent will be done as following:

- No stress - 1
- A Few stress - 2
- Middle stress - 3
- Very stress - 4
- High stress - 5

All the items to be total and divided according to the categories of stress that have been mentioned.

This method are implemented to ensure the main sources of stress in the career of teachers. It will be getting by find out a minimum of each items to get an arrangement of location for all that items.

Part C contains an items likes a statement that can evaluate a job satisfaction. This questionnaire contains 18 items that related with statement of people towards their jobs. The respondent must be choose the level of acceptance towards job statement.

- 1- Very Disagree
- 2- Not Agree
- 3- Not Sure
- 4- Agree
- 5- Very Agree

Part D contains a questions for the purpose to see a commitment of teacher towards their career. This question need a respondent to answer either 'yes' or 'no'.

#### **d) Research Procedure**

After obtain a permission to do a research from Dean and Headmaster, the questionnaire forms was distributed to the teachers at Sekolah Menengah Ugama Arab Diniai Kampung Permatang Rambai, Pasir Putih Kelantan. Researcher was distribute

that questionnaire forms personally and assisted by Headmaster and teachers. The teacher was given within two (2) weeks to fill in the forms.

#### **e) Data Analysis**

The collected data was analyzed using a 'statistical package for the social sciences' @ SPSS program. An analysis of sampel background have been done using counting calculation and percentage. Counting calculation and percentage also implemented to ensure the level of job stress, level of job satisfaction and level of teacher commitment. The minimum calculation and substrate implemented to ensure the main source of stress toward teachers.

# CHAPTER 2

## CHAPTER 2 : THE CONCEPT OF STRESS

### 2.1 Introduction

Walter Cannon (1932), a noted Harvard physiologist, probably introduced stress terminology to the scientific community. Cannon contributed the idea of homeostasis, the tendency of organisms to maintain a stable internal environment. Homeostasis is not a steady state, though. It is a dynamic oscillatory state; that is, it exhibits pendulum swing. (stress and health-phillip i.rice-books/cole publishing company usa-1999).

The word 'stress' is derived from the Latin *stringi*, which translates as 'to be drawn tight'. Although it is difficult to define stress, all of us experience stress all of our lives-at home, school, work and even in sports.

We need stress-without it, life would be less exciting and challenging. From a positive perspective, stress is a source of motivation and a necessary component to survival. But certainly, excessive or prolonged stress can be detrimental and may take a toll on our health. Therefore, stress is negative in large doses if unrelieved by periods of relaxation.

What is perceived as stressful differs from one individual to another. From example, planning a new project may be challenging for one person but totally devastating to another. Sky-diving is an exhilarating sport for some but a frightening ordeal for most people. There are individual variations and therefore, stress is unique

and personal – the way we react depends on our genetic makeup and previous experiences. However, some events are considered stressful by everyone, such as the death of a beloved family member or friend. But not everyone will crumple under the emotional crisis. The intensity of the stress experienced is related to how the person copes with the treat of loss. In short, if he has poor coping skills he is likely to feel overwhelmed.

## **2.2 Meaning of Job Stress**

Stress is a state of physiological imbalance in the body which has unpleasant emotional and cognitive component. It's the state our body is supposed to be in when we are faced with a real threat, like the approach of the hungry lion. Our body enters this state to prepare we to defend our self ("fight") or run away ("flight"). Staying in this state long-term, however, can do serious harm to our mood, health, and performance. What more, we can enter this state in the absence of any real threat.

A stressor is something in our world that threatens our safety or well-being, like that hungry lion, an overdue bill, a mugger, or an angry customer. But here's the tricky part: You can experience stress in the absence of a stressor, an we can be surrounded by stressors without experiencing stress. In other word, the relationship between stress and stressors is only approximate.

We experience stress in the absence of a stressor when we imagine a threat that isn't real. We panic , for example, when we receive a letter with a return address from an attorney, even though the envelope may actually contain good needs. In other words, the way you interpret the world around we has a lot to do with the stress we feel. Similarly, it's possible to face a genuine threat quiet calmly, either through ignorance or

because we have special skills or knowledge. An experienced lion trainer, for example, may be able to face the hungry lion quite confidently.

The fact that stress and stressor are only roughly correlated is good news, because it means that-with the right skills and knowledge – you can conceivably get through life with very little stress.<sup>8</sup>

One definition of job stress focuses on job features that pose a threat to the worker (Lee & Ashforth 1996). Threat may be due excessive job demands, insufficient supplies to meet workers needs, or the possibility of loss. When the job requires too much work in too short a time, job overload exist. Supply deficits concern things employees expect from their jobs: adequate salary, job satisfaction, and promotion or growth in the job. A threat of loss may include demotion, unattractive relocations, or outright severance from the job (Latack, Kinicki, & Prussia, 1995).

The transactional view of stress applied to the work environment says that job stress is work demands that exceed the worker's coping ability. At a broader level, job stress involves interactions of work conditions with worker traits that change normal psychological or physiological functions or both (Beehr & Newman, 1978; Edwards, 1992). While some forms of stress may actually increase worker productivity, we are generally concerned with finding solutions to distress in the work setting that impairs job performance. (stress and health-phillip l.rice-brooks/cole publishing company usa-1999).

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<sup>8</sup> Stephen P. Robins. 2000. *Gelagat Organisasi*. Prentice Hall : Selangor Malaysia.

### 2.3 Meaning of Job Satisfaction

Job satisfaction is defined as the overall of individual attitude towards their job. The teachers job is more than teaching activities, prepare an examination paper, avoid the students problem and others. The job needs an interaction or communication between employer and employee, follow an organization rules and it policy, to achieve the remain standard, works in an ideal situation and others.

Locke(1976) defines it as a pleasurable emotional state resulting from the appraisal of one job or job experiences.<sup>9</sup>

Campbell ital (1970) basically grouped job satisfaction into two categories, namely, substantive or content theories and mechanical or process theories. Content theories identify the needs, values or expectations within individuals, which determine their degree of job satisfaction. Process theories, on the other hand, attempt to give an account of how the individuals needs, values and expectations interact with the characteristics of the job to produce job satisfaction.<sup>10</sup>

### 2.4 The Important of High Job Satisfaction

The important of job satisfaction is high. The managers should be concern about the level of job satisfaction in their organization at least with four (4) reason:

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<sup>9</sup> Locke, E.A. 1976. The nature and causes of job satisfaction. Chicago : Rand Mc Nally

<sup>10</sup> Campbell, John P, Dunnette, M.D, Lawler, Edward E. 1970. Managerial behavior, performance and effectiveness. Mc Graw Hill : New York.

- 1- Has the clear evidence shown the employee that not satisfied will decrease the job performance and early retirement.
- 2- The employee that not satisfied probably has a destructive acts.
- 3- Has be proved that satisfied employee will be more active and long life.
- 4- The job satisfaction will influence the employee life.<sup>11</sup>

## 2.5 Dimension Of Job Stress

This case study highlights important aspects of job stress. First, job stress generally involves both the organization and its employees. Job stress is not a private matter for the employee to deal with alone and in isolation. Employees may transport personal and family problems to the job, but work problems also spill over to the home.

Second, job stress produces negative effects for both the organization and the employee. For the organization, the results are disorganization , disruption in normal operations, lowered performance and productivity, and lower margins of profit. For the employee, the effects are threefold: increased physical health problems, psychological distress and behavioral changes. Problems with health may not be so much related to the onset of a specific disease but to the quiet and gradual loss of health. Psychological distress usually comes with loss of job satisfaction and several related negative emotions. The resulting changes in behavior tend to affect both productivity within the company and lifestyle outside the workplace.

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<sup>11</sup> Stephen P.Robins. 2000. *Gelagat Organisasi*. Prentice Hall : Selangor Malaysia.

Third, job stress requires both organizational and personal solutions (Ivancevich, Matteson, Freedman & Phillips, 1990). Employee assistance programs that focus solely on the employee perpetuate the myth that job stress is the worker's problem and the worker's fault. Removing job stress also requires some intervention and change in the organization. Until this happens, personal coping strategies are little more than band-aids that help the employee survive from one crisis to the next. We will discuss several organizational and personal intervention strategies later in this chapter.

## **2.6 Symptoms Of Job Stress**

Mere monetary computation of losses overlooks the most important outcomes of work stress. Adults spend roughly half their waking life on the job. Because more wage earners now work overtime or hold two jobs simultaneously, that figure may be an underestimate. Conditions at work thus contribute significantly to lifestyle and health. The effects may spread, either positively or negatively, to all facets of life.

Terry Beehr and John Newman (1978) reviewed many job stress studies and concluded that three negative personal outcomes result from work stress : mental health symptoms, physical health symptoms, and behavioral symptoms. The following sections summarize some of these symptoms, but the list will probably change in the future as we increase our knowledge of work stress.

### **2.6.1 Psychological Symptoms Of Job Stress**

Psychological distress and mental disturbance bear an important relation to work conditions. This is evident from the inclusion of an occupational-stress category in the

Diagnostic and Statistical Manual of Mental Disorder, Fourth Edition (DSM-IV- American Psychiatric Association, 1994; Sauter, Murphy & Hurrell, 1990). The following symptoms occur in various occupational setting as a result of work stress.

- Anxiety, tension, confusion and irritability.
- Feelings of frustration, anger, and resentment.
- Emotional hypersensitivity and hyper reactivity.
- Suppression of feelings, withdrawal and depression.
- Reduced effectiveness in communication.
- Feelings of isolation and alienation.
- Boredom and job dissatisfaction.
- Mental fatigue, lower intellectual functioning, and loss of concentration.
- Loss of spontaneity and creativity.
- Lowered self-esteem.

### **2.6.2 Physical Symptoms Of Job Stress**

One of the alleged outcomes of unmanaged stress is a gradual deterioration in physical health. Before clinical pathology appears, however, several physical symptoms give warning of something wrong. A few of the identified physical symptoms are listed here (Cordes & Dougherty, 1993; Latack & Kinicki, 1995).

- Increased heart rate, blood pressure, and potential cardiovascular disease.
- Increased secretions of stress hormones (for example, adrenaline and nor adrenaline).
- Gastrointestinal disorders such as irritable bowel syndrome, colitis, and ulcers.
- Increased frequency of bodily injuries and accidents.
- Physical fatigue, and possible chronic fatigue syndrome.
- Respiratory problems, including aggravation of existing conditions.

- Skin disorders.
- Headaches, low back pain, and muscular tension.
- Sleep disturbances.
- Impaired immune function, including possible increased risk for cancer.

### **2.6.3 Behavioral Symptoms Of Job Stress**

Several behavioral symptoms reveal job stress. These include the following:

- Procrastination, work avoidance, and absenteeism.
- Lowered performance and productivity.
- Increased alcohol and drug use and abuse.
- Outright sabotage on the job.
- Overeating as a withdrawal and sudden weight loss, probably combined with sign of depression.
- Increased risk-taking behavior including reckless driving and gambling.
- Aggression, vandalism, and stealing.
- Deteriorating relationship with family and friends.
- Suicide or attempted suicide.

(stress and health-phillip l.rice-brooks/cole publishing company usa-1999).

Job stress may result in or contribute to:

- Physical problems such as bodily aches and pains, headaches, tiredness, poor resistance to infections and poor sleep.

- Psychological problems such as depression, irritability, nervousness, poor concentration and impaired memory.
- Behavioral problems such as smoking, drinking, reckless driving and over-eating.
- Workplace problems such as absenteeism, lower productivity, lower morale, accident proneness, increased staff turnover, dissatisfaction at work and difficulties with colleagues and superiors.<sup>12</sup>

Symptoms of stress:

### 1) Physical symptom

Palpitations (awareness of one's heart beats), breathlessness, tightness of chest, headaches (often termed tension headaches), excessive sweating ("cold sweat"), numbness of hands and feet, dry mouth, indigestion, feeling nauseous, increased bowel movement "nervous diarrhoea"), muscle twitches and strains, frequent attacks of infections such as influenza and sore throats.

### 2) Psychological symptom

Indecisiveness, poor concentration, poor memory which is a result of poor attention and easy distractibility, bad dreams and nightmares, negative thoughts including suicidal ones.

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<sup>12</sup> Kua Ee Heok, Ko Soo Meng, Ken Ung Eng Khean, Calvin Fones Soon Leng. 2000. *Stress And Mental Distress*. Raffles : Singapore.

### 3) Emotional symptoms

Irritability, despondency, suspiciousness, low self-esteem, lack of confidence, helpless and hopeless feelings, depression is the common pathway to prolonged period of stress.

### 4) Behavioral symptoms

Poor appetite, resulting in weight loss, self-care is neglected, social activities curtailed, reckless driving and accident prone, substance abuse e.g. cigarette smoking, excessive alcohol, drugs and coffee intake.<sup>13</sup>

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<sup>13</sup> Anthony Yeo. 1985. *Menangani Masalah Tekanan*. Times Centre : Singapore / Selangor.

# CHAPTER 3

## CHAPTER 3 : CAUSE/ EFFECT OF STRESS AND JOB SATISFACTION

### 3.1 Cause Of Stress

In November 1980, the counseling center from Singapore had been conduct a study to search the type of stress in Singapore society. The result indicate the Singaporean especially the range 20-39 years old appear builds types of stress such as, works, emotion, finance and family problem.

The teachers that has a job stress probably caused by genetic and their antibody not to strength towards any urged, also similar not to strength that will occur an ulcer disease and occur heart attack.

The cause of stress:

- 1) The environment is one of the source of physical stress. Normally, the environment will be effecting anybody and it is an external factor. This factor are chemical, drug, food, noise sound, temperature, crowded place and air. The drug will be effecting the body to feel tension and worried. Some of antibiotic will cause tired to anybody. Sound and more people all cause a stress. The hot temperature or cold temperature, also occur a stress. At hot day and wet day we are feeling tired, bad temper, and our emotion not feeling well if anything happen out of our control.

- 2) The source of physical stress is a fear. Some of the people, every day fell afraid, such as afraid if their works no value and not follow their taste.
  
- 3) Frustrated, also one of the factor will cause the stress. Normally, frustrated is happen when their target are not achieved. For example, if an organization fixed a dateline and provide a fixed schedule to the employee, it will give a stress to them.

The Holmes and R.H Rahe do a searching to 5,000 patient for ensure that attitude is caused by a stress and all the disease always occurs after any incident in their life, either good or not and this habit need us to change reaction in several ways.

The result of research also, they are known that the physical effect cause a stress and more sugar flow inside the body to give an energy, they more careful, muscle will tension, they start breath more heart pulse high and all their body ready for any reaction. This reaction will cause a health problem.

In several study that have been conduct by various group, they are find out that stress and disease is related directly. In Jay M.Weiss study, they are use 2 rats and give a physical stress (electrical short), however psikologi stress is different (targeted among stress). Weiss produce one of the sound, so that a rat will be short, but a second rat will receive a random signal. Third rat used as ac controlling and not accept any shortage or signal. Then, we are getting that a third rat will be affecting by ulcer disease. The rat that has been given a random sound access ulcer 5 times more than that rat always given a sound. As a conclusion, Weiss said that second rat those affecting more ulcer is caused by a random signal.

The sources of work stress are:

1) Poor work environment

An environment, which is not comfortable and conducive to work may result in stress. Stress may occur when environmental factors are extreme, fluctuate greatly, unpredictable, and when workers are poorly matched for the jobs concerned.

Examples include extreme temperature, loud noise, poor lighting and foul smells. Overcrowding, lack of privacy, badly designed office equipment and long hours spent looking into VDU terminals are also possible stress factors.

2) The work itself

Too much work and having to meet deadlines are common stresses amongst local executives and workers. Repetitive work has also been described as a form of work stress (especially monotonous repetitive machine work). Jobs which are risky are often more stressful too. The consistent presence (or potential) of risk and danger can lead to a constant state of arousal, which may wear down the body and mind.

3) Uncertainties and mismatch at work

A common source of uncertainty is what exactly the job entails. For example, its

objectives, your superior's expectations, and what is isn't part of the job. Any change in one's job or position brings uncertainty.

Mismatches may occur between job demands and what the person feels is right, what is part of the job or what he actually wants to do. Uncertainties regarding one's employment, such as the lack of job stability and / or fear of dismissal or retrenchment, can be stressful.

Another predictor of work stress is mismatch between the demands of the job and how much control you have (decision latitude). Individuals with high job demands but little control have the most stress symptoms and stress- related illness. Not being able to share or contribute to decision making in the organization ('non-participation') adds to uncertainty and feelings of lack control.

#### 4) Career development and transition problems

Example of career problems include non-promotion, demotion and lack of progress (with respect to financial reward, entitlement or responsibility). Career blocks are often experienced by women working in male dominated fields while juggling home and work responsibilities. Transitions refer to dramatic changes of the work or workplace, for example, job loss, relocation, retrenchment, retirement and corporate merger.

#### 5) Poor relationships at work

Poor relationships at work account for a great deal of work stress. The quality of