

Impact of Job Stress on Employee Job Satisfaction

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Abstract

The main objective of this study is to identify the relationship between job stress and employee job satisfaction. The study is conducted in the Nursing Sector of DHQ Hospital of Okara. In this study the job stress is independent variable and employee job satisfaction is dependent variable. In this study we used quantitative research and data is collected through survey. For data collection, questionnaire is used. Sample size consists of 100 nurses of DHQ Hospital of Okara. The data is analysis through SPSS. The result of the study shows that job stress positively impact on employee job satisfaction.

Key Words: Job Stress, Employee Job Satisfaction.

Introduction

Organizations play an important role in the development of a country. The main purpose of a company is to earn good will and profit in a high level and for this purpose the organizations make sure that the employees are satisfied with their jobs or not. Employee job satisfaction is necessary for an organization.

Job satisfaction is a very important part for an organization. In the organization many people are work for the sake of money and profit. If the workers of an organization are not satisfied with their work and feel stress on their jobs then the employees of the organization were not complete their work in a good way then this is negatively impact on the good will of the organization.

Job stress can be described as the damaging physical and emotion of a person that arise when the wishes of the job do not compete with the abilities, means, or wants of the employee. Job stress can lead to bad strength and even damage. Mansoor, Fida, Nasir, & Ahmad (2011) says in that article the word stress is primarily from physical science where it means the strength engaged upon a purpose to reason destruction, winding, or breaking. In the case of human beings stress is repeatedly used to define the body's reactions to demands engaged upon it, whether these demands are favorable or unfavorable. Whatever that bases stress is called a stressor.

Stress is an eco friendly situation in which for complete a task a person is required and when the person accomplishes the task there is a difference in the rewards that he or she imagines. The organizations are not full fill the demand of an employee. In that situation the employee feels stress on their job and the result that is come from that situation are not good. The employees are not participating in the other activities of the organization. They are come late on their job or absenteeism or laziness is increase and may be entirely good bye their job (Mcgrath & Alto, 1976).

According to (Rehman, Irum, Tahir, Ijaz, & Salma, 2012) if the wants of an organization are huge and wider than the employee of an organization are expects from their jobs and the work are continue for a very long period of time without any break then the employees of an organization feels burden on them and are not concentrate into their work properly. They feel tired on their routine work and this may cause of any mental, interval, behavior or physical problem.

In the established or emerging countries job stress is one of the most significant workplace fitness threat for the employees. There are many factors that create problems in the place of work e.g. the overload of work, role conflicts, disturbance in their physical environment, low salary etc. And the employees of an organization are worry about those problems. Ahari, Mehrabi, & Karimi (2013) says in his study that in the previous year the organization thinks that the employee satisfaction is not necessary but the latest study proves this theory totally wrong. Job satisfaction is the level of gladness for a person feels about his or her work. Job satisfaction falls into two levels: affective job satisfaction and cognitive job satisfaction. Affective job satisfaction is a person's emotional feeling about the whole life of a job. Cognitive job satisfaction is how satisfied employees feel regarding some features of their job, such as salary, periods, or profits.

Now the organization believes that if the employees of an organization are not satisfied with their job then this may create bad impact on the productivity of the organization. Employees of an organization are many expectations from their jobs and if the expectations are not full fill then they feel stress on their job and are not satisfied with their work. Employee job satisfaction is the cause of increase and decrease the productivity. It means if an organization has the latest machinery and high level of capital but the employees of the organization are not work well or not satisfied with their jobs then as a result of this situation the productivity is low of the organization and the company not full fill their objectives.

To influence the behavior of a person job satisfaction is necessary. Job satisfaction means how much persons feels confident about their work and how much their work are different. Job satisfaction impact on a person physical health and intellectual happiness and also reduce the absenteeism of an employee and turnover rate in an organization. The earlier educations recommend that upper level of job stress reasons a smaller amount of job satisfaction. (C.K, job stress and job satisfaction) says in their research paper that Allowing to the organizational performance perception, job satisfaction is might build a pleasant or

expressive state an encouraging response and accomplishment near to their effort as a result of worker opinion or assessment of their professions.

In work-related pressure model a lot of investigators found that Job Satisfaction has been theorized as a general pleasurable and helpful approach influenced by a worker near to the profession in an association. (K.Chandiraiah, S.Cgawal, & Manoharan., 2003) proves in their study that job stress and job satisfaction are separate but interconnected variables.

However it is finding that job stress and employee job satisfaction are two separate concepts but these two concepts are interconnected with each other. If the employees of an organization are happy with their work and don't feel stress on their job then this is good for the organization because it is says that a happy worker is a productive worker. The organizations try to available a friendly environment for their workers. The managers and peers support their coworkers and motivate them. The management should try to maintain friendly environment to their workers and give them compensation, appraisals and rewards for their good work. The management of the organization motivates their workers through intrinsic and extrinsic rewards and feels them happy and stress free.

The study proves that job stress directly impact on employee job satisfaction, performance of the employee and customer satisfaction. If the organization controls the overload of work, role conflict between the employees, increase the salary of the employees, and problems in physical environment then the employees are not feel stress on their jobs and satisfied with their work and feel happy.

Problem Identification

Essiam, Mensah, & Gyamfi, (2015) tells the monetary consequences of work related stress he also says that in their article that an organization work cannot be done under pressure as it could be the reason of the low production, disappointment and bad physical health. A number of factors are effects on employee job satisfaction such as overload of work, separation, wide hours worked, harmless work atmosphere, tough affairs between co-workers and role uncertainty, irritation and shortage of chances or inspiration to development in ones skill level.

(C.K, job stress and job satisfaction) Says in their article that job stress directly effect on employee job satisfaction, performance of the employee, and productivity of the organization. There are opposite relationship among job stress and employee job satisfaction. If employees are not feeling stress on their job and are satisfied with their job then this is positive impact on organization productivity. If employees feel stress on their job and are not satisfied with their job then this is negative impact on organization productivity.

According to the study of (Soleimanpour, 2015) job stress are the special effects on the purposes and events of the organization. He says that some pressures are helpful for the organization and some pressures and energy is necessary to change the social flexibility. On the other hand, pressure has many special effects of the performance of the employees and productivity of the organization.

There are many factors that impact on job satisfaction and these factors are over workload, role conflict, low salary of the workers and physical environment of the employees. Workload can also be categorized as measureable (the quantity of effort to be complete) or qualitative (the trouble of the effort). Workload is the quantity of effort a single person has to do. There is a difference among the real amount of effort and the person's awareness of the assignment. Role conflict can be linked with situational capabilities it can also be something that can be for also a little passé of time, or a lengthy passé of time, and when the demands are inside a particular area of life, such as on the work then it can Intra-role conflict happens.

Role conflict happens when there are mismatched demands engaged upon a worker such that agreement with both would be problematic. We discover ourselves dragged in several ways as we try to return to the many positions we hold when we understanding role conflict. Conflict between the parts arises since of the social want to spread achievement, and because of the burden put on a single person by two impressive and mismatched demands challenging in contradiction of each other.

The physical environment is a significant factor of fitness influencing the prospects of health in many methods. Air quality disturbs people's strength and particularly the persons that are suffering from breathing disease. Transferable disease may be spread through water. Physical environment of an organization impact on employee's job satisfaction. If employees are not adjusting in the environment of an organization where they are work then they feel the job as a burden and not satisfied with their job and this may be impact on the productivity of the organization.

Problem Statement:

The problem statement is that there are many factors of job stress that are impact on employee job satisfaction, employee's performance and productivity of the organization.

Objectives

The main objectives of the study are:

- To investigate the relationship between job stress and employee job satisfaction.
- To find out the authentic variable of job stress that impact on employee job satisfaction.

Research Questions

- What is the relationship between job stress and employee job satisfaction?
- What are the factors of job stress that impact on employee job satisfaction?

Significance of Study

This learning proves that job stress is directly impact on academic life as well as a person's practical life. Dingeta, Job Satisfaction And Organizational Commitment Of Teacher Educators: The Case Of Arbaminch College Of Teacher Education (Amcte), 2013 says in their study that there are many factors that are contribute in the satisfaction of a person. In academic life if teachers feel stress in their job then they did not deliver the lecture in a good way and on the other side the students are not interested to get the lecture and feel stress in their study. If the students don't feel stress in their studies then they can freely participate in the study activities. In organizations if the employees fell stress in their job they do not complete their work. They feel burden on their job. This is because increase stress and decrease job satisfaction increase the load of work to employees. This study provides the useful information about the job stress and employee job satisfaction that helps the people in their academic life as well as practical life. In educational sectors and organization the management tries to feel their employees stress free and feel happy to their jobs.

Literature Review

In that research paper the researcher (Bemana, Moradi, Ghasemi, & Ghayoor, 2013) conduct a quantitative study in public Municipality participant from Shiraz that is the area of Iran. The main objective of that study is to find the relationship between job stress and job satisfaction. The researcher used the randomization sampling technique. The researcher was selected 200 participants from that organization as a sample. The data was collected about job stress and job satisfaction through questionnaire and the result of

that study is shows that there is a negative relationship between job stresses and job satisfaction and the results also shows that there is no difference between two genders in job stress and job satisfaction.

According to the study of Hans, Mubeen, & Saadi (2014) job stress and job satisfaction are the important issues in an organization that can affect the performance and productivity of an organization. They find the level of job stress and job satisfaction among the headmasters of Building School in Muscat, Sultanate of Oman. They used the simple random sampling technique. They take 40 headmasters of that school as a sample. Though two structured questionnaires on job stress and job satisfaction the data was collected. The collected data was examined and describe through descriptive statistic. The result of the study shows that the headmasters of the Building School feel high level of job satisfaction in their challenging work and more likely to experience stress at their work.

In the study of (Ganapathi, 2013) different factors are effect job satisfaction positively or negatively. The researcher analyzed the impact of job stress on employee job satisfaction between the employees of small scale industries in Madura. The study examined that two factors overload of work and role conflict negatively impact on employee job satisfaction and different factors of physical environment positively impact on employee job satisfaction. According to the researcher to increase the productivity of an organization this is important for an organization to understand the needs of the employees. The organization should motivate their employees and give compensation and appraisals to their employees. In order to increase the productivity and satisfaction level and live of their employees should compensate with equitable incentives.

In the research paper of (D.V.S2, 2012) the researcher talk about the relationship between job stress and job satisfaction. In that research paper the researcher finds out the causes, symptoms, strategies and how the organization managing the job stresses at their work place. The data was collected from the marketing employees through structured questionnaire survey. The result of the study shows that there is a significant relationship between job stress and employee job satisfaction.

Rita, Atindanbila, & Abepuoring (2013) conduct a study among the nurses of two different Ridge and pan tang hospitals of Ghana to identify the level of job satisfaction and job stress. The study proves that different factors of job stress are impact on job satisfaction. 105 nurses are selected from both hospitals as a sample. To examined the collected data from both hospitals statistical tests like ANOVA and correlation. The results show that the level of job stress and job satisfaction is same in both hospitals. The result also shows that the level of workload is higher in Ridge hospital and there is weak negative relationship between job stress and job satisfaction among these two hospitals.

Talib, (2009) describe in their study the relationship between job stress and employee job satisfaction. The researcher conducts their study among Male Navy Personnel at a Naval Base in Lumet, Malaysia. They take the 40 male officers and non-officers as a sample to investigate the impact of job stress on employee job satisfaction and the all data was collected through questionnaire. The study proves that job stress is related with overall job satisfaction. The result of the study shows that the reliability of both variables was greater than 0.80. The majority of the male Navy personnel informed modest levels of job satisfaction in the satisfactory environment of work facet.

The main objective of the study is to find the relationship between job stress and job satisfaction among the government and non-government employees of mental health. (Nahar, Hossain, & Bairagi, 2013) Says in their study that there is a significant difference between the employees of government and non-government. There are many factors that affect the job satisfaction. They take the 100 employees, 50 government and 50 non-government employees as a sample and the tools that was used to collect the data are job satisfaction scale, Occupational Stress Index and General Health questionnaire. The data was analyzed through using means, Pearson Product Moment Correlation and ANOVA test. The study proves that there is a positive relationship between job stress and employee job satisfaction. The results also shows that the female

employees were less satisfied with their job as compare to the male employees because of lower level jobs having with a lower payment and also because of less social security.

Ali, Raheem& Imamuddin (2014) Conduct an empirical research study to determine the impact of job stress on employee job performance. The study was conduct among the employees of private sector universities of Karachi that are providing the education in the disciplines of Business Administrator, Engineering, Medicine, Textile and Fashion. The data was collected through questionnaire that is based on close handed questions and 133 employees were taking as sample. The technique of Multiple Linear Regression was used to test the hypothesis. The result shows negative relationship between job stress and job satisfaction.

Dwamena (2012) Talk about in their thesis how job stress impact on employee productivity. The main objective of that study is to find the job stress and its effect of employee's productivity. The study was conducted at Ghana Ports and Harbors Authority (GPHA), Takoradi. The sample size for that study is 100 out of a population of 326. The purposive and simple random sampling techniques were used for this study and the data was collected through questionnaire and interviews. The results show that there are many factors that effect on employee productivity.

In that research paper the researcher (Radhakrishnan, 2013) describe the work stress. They conduct the study among Tile Factory Workers in Trichur District in Kerala. The researcher says that our routine life is full of stress. The researcher conducts the descriptive research and convenience sampling method was used for collect the data. The sample size for that research was 100 workers, 50 male and 50 female workers was selected from 5 Tile Factories in Trichur District.

The aim of that research paper is to examine the impact of job stress on employee job satisfaction and the productivity of the employees. The study was conduct among the employees of banking sector of Pakistan. (Ramzan, 2013) Take the 144 participants as a sample and the data was collected through close ended questionnaire. The statistical test of regression, correlation and reliabilities techniques are used to analyze the data. The results show that there is significant negative relationship between job stress and job performance. The result also shows that because of job stress the performance of an individual was reduce. (Zeb & Rehman, 2015) Find out the impact of job stress on employees performance through analyze the moderating effect of motivation. The study was conducted in banking sector in Khyber Pakhtunkhwa Pakistan. 200 employees of banking sector were randomly selected as sample. The data was collected through administrated questionnaire and through regression and Pearson correlation the data was analyzed. The study shows that the results are significant and there is a negative relationship between job stress and employees performance in banking sector. Between job stress and employee performance motivation plays a moderating role. The motivation has negative impact on job stress and positive impact on employee performance. Motivation reduces the stress and enhances the performance of the employees of banking sector.

The purpose of that study is to examine the relationship between job stress and job performance. The study was conducted in the banking sector of Pakistan. (Ramay, 2010) Collect the data through questionnaire and the tools that are used to analyze the data are statistical test correlation, regression and reliabilities. The researcher takes the employees of banking sector as a sample. The results show that there is significant negative relationship between job stress and job performance and the result also shows that job stress reduces the performance of the employees.

The researcher Dilruba (2016) find out in that research paper the impact of job stress on job satisfaction among the employees of banking sector of Rajshahi city. The sample of the study included of respondents selected purposively. Job Satisfaction Scale and Profession Stress Index were used for data gathering. Results shown that two-third of the contributors are satisfied with their jobs and almost one-third of the

bank employees have low job stress. The results are significant that there is no link between job stress and job satisfaction.

The core purpose of Khan & Riaz (2014) is to investigate the impact of job stress on job attitudes and life satisfaction in college lectures and difference between married and unmarried college lecturers. The researcher conducts the cross sectional study that is design based on purposive sampling technique. The result was significant and there is negative relation between job stress and job satisfaction, life satisfaction and the performance of employees and positive relation with turnover intention.

The main objective of this study is to investigate the impact of role overload on job performance among construction workers. The researcher (Iroegbu, 2014) takes 103 juniors in the age of 31 as sample and through simple random sampling technique the data was collected. Role conflict scale measured Role Overload while the Annual Performance Scores of the organization measured workers performance. The result was significant and there is a negative relationship between works overloads and job performance. The study shows that the low level workers are more experienced than the high level workers.

In an organization the environment of work place plays an important role in work place. If there is any problem in work place environment then the employees face many problems. If the environment of an organization is good the level of productivity increase. (Tahir, 2015) In their research paper investigate the impact of working environment on productivity of employees. The study was conduct in the Banks and Insurance companies in Pakistan. The data was collected through close ended questionnaire and different statistical methods used to analyze the data. The result was significant. The results show that the working environment has positive relationship with productivity of employees in an organization and increase the level of productivity.

Medina & Cheín conduct an empirical study to find out the impact of stress and the working environment on job satisfaction and decision making among women in entrepreneurs in four states in the Mexico. According to their study women's play a vital role in business world and it is necessary for women's to maintain balance between their working life and personal life. The researcher gathered the data through different ways and the collected data was analyzed through multiple regressions in SPSS. The results are significant. The results shows that if working environment is good then it is positive impact on working women's and they can maintain balance between their working or personal life.

The aim of (Mutiu) study to investigate the relationship between job stress and life satisfaction of employees. The study was conduct in the Non-Academic University staff in Malesia. Non probability sampling technique was used to collect the data. The sample size was 120 respondents. The data was collected through questionnaire of 85 non-academic staff by two psychological measures. The result was significant and there is a positive relation between job stress and employee life satisfaction.

Shujat & Bhutto (2011) conduct a study to find out the impact of work life balance on employee job satisfaction in private banking sector in Pakistan. The primary data was collected through questionnaire. The methods that are used for sampling is snowball sampling. Primary and secondary sources were used for the collection of data. The data was analyzed through SPSS. There was a correlation between work life balance and employee job satisfaction.

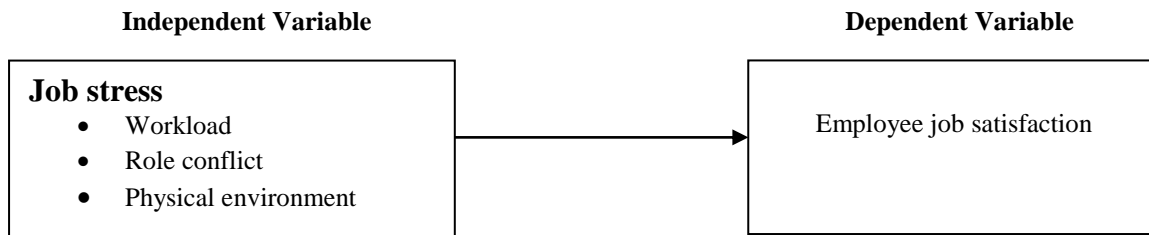
Variables

Following are te variable sof the study.

Job stress, workload, role conflict, physical environment, employee job satisfaction.

Model

Following is the study model showing relationship between variables.



Research Hypothesis

H1: There is a positive relation between job stress and employee job satisfaction.

Research Methodology

Research Design

In this research paper, we used descriptive research design. Which means this paper elaborates the past studies and researches undergone with these very same variables.

Qualitative or Quantitative

We used quantitative research for the sake of collection of data and responses are collected through survey method.

Population

To check the impact of job stress on job satisfaction we used the population of DHQ hospital nurses of Okara.

Sampling Technique

For the purpose of collection of data we used the probability and simple random sampling technique.

Sampling Size

As per previous research we take the 100 nurses of DHQ Hospital of Okara as a sample.

Research Tools/ technique

We collect the data through questionnaires. For this purpose we take the questions as per previous study. We take the question from previous research papers (Saleem & Mahmood, 2010).

Data collection method

For the sake of collection of data we have done a survey.

Data Analysis tool

After the collection of data we analyze the data through SPSS. After obtaining the data we put that data in that software and different test which include reliability, regression and correlation results will be analyzed and on this basis recommendation and result conclusion will be given.

Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.629	24

The reliability of job stress and employee job satisfaction is .629. The value of Cronbach Alpha shows that the variables are reliable.

Correlation

Correlations

		Job stress	Employee job satisfaction
Job stress	Pearson Correlation	1	.309**
	Sig. (2-tailed)		.002
	N	100	100
Employee job satisfaction	job Pearson Correlation	.309**	1
	Sig. (2-tailed)	.002	
	N	100	100

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

The table shows that job stress have significant related with employee job satisfaction at the value .002 which is less than 0.05.

Regression

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.309 ^a	.095	.086	.68576

a. Predictors: (Constant), Job stress.

The model shows that the correlation between the independent and dependent variables represented as R is 0.309. The coefficient of determination that show how the variables are deviated from the straight line which has the value of 0.095 represented as R Square. The adjusted R square value is 0.086.

ANOVA^s

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	4.861	1	4.861	10.336	.002 ^a
Residual	46.085	98	.470		
Total	50.946	99			

a. Predictors: (Constant), Job stress

b. Dependent Variable: Employee job satisfaction

Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.308	.346		6.676	.000
Job stress	.330	.103	.309	3.215	.002

a. Dependent Variable: Employee job satisfaction

The magnitude represents that there is significant relationship between job stress and employee job satisfaction. The significant level is 0.002. There is positive relationship between job stress and employee job satisfaction that is shown by positive values. The value of F must be greater than 5. In this study, the value of F is 10.336 that is greater than 5. The value of Adjusted R Square is 0.086. The level of significance is 0.002. The results are justified.

Conclusion

The purpose of this study is to identify the impact of job stress on employee job satisfaction among the nurses of the DHQ Hospital of Okara. If employees feel great stress on their job and employees are less satisfying with their job then the performance of the organization will be effected. It is important for an organization to understand the needs of their employees and give them the environment that are satisfied them and fulfill their needs. The study found that nurses of DHQ Hospital are satisfied with their job and feels a little bit stress on their job. The performance of the Hospital depends upon the performance of the nurses and doctors of the hospital. For enhancing the performance of the nurses the management should provide training to their nurses to control over the stress and attain the high level of job satisfaction. The management should also provide the friendly and supportive environment to their nurses. The different reward system like appraisal, compensation etc. are helps to increase the level of job satisfaction.

Limitations of the Study

The study is conducted in the DHQ Hospital of Okara to find out the impact of job stress on employee job satisfaction. The sample size is 100 nurses of the hospital.

Direction for the future research

- To better understand the impact of job stress on employee job satisfaction the further study can be conducted with a large number of sample sizes among the nursing sector.
- The same study can be conducted on nursing sector in other city of Pakistan.
- The same study can be conducted in private hospitals of Okara.

- The same study can be conducted on nursing sector of all types of hospital of Pakistan.

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Appendix A

The impact of job stress on employee’s job Satisfaction

Questionnaire: we take the questionnaire as per previous study.

Gender: Male Female

Age: 20-25 26-30 31-35
 36-40 Above 40

Marital Status: Single Married Widow Divorced

Qualification: _____

Name of the Hospital _____

Salary: 15,000 – 20,000 20,000 – 30,000 more than 30,000

Management: Higher Middle Lower

Sr.#	About Job Stress	SA	A	N	D	SD
1.	I feel comfortable to work with latest technologies in the hospital.					
2.	I work for long hours, on overtime and even on holidays.					
3.	I experience excessive work pressure.					
4.	I feel great stress on my job.					
5.	My relationship with colleagues and peers is smooth and friendly.					
6.	I am able to get the necessary information to perform my job effectively.					
7.	I always get a good night's sleep without worrying about work.					
8.	I feel tired during the day.					
9.	I spend so long at work that my outside relationships are suffering.					
10.	The physical environment creates problems for me.					
11.	The physical environment of this hospital is not supportive.					
12.	Work assignments are not fully explained.					
13.	I am often bored with my job.					
14.	I feel fairly well satisfied with my present job.					
15.	Most days I am enthusiastic about my work.					
16.	I find real enjoyment in my work.					
17.	I am satisfied from the recognition I get for good work.					
18.	I am satisfied from the chances of promotion.					
19.	I am satisfied with the amount of variety in my job.					
20.	I feel I am being paid a fair amount for the work I do.					
21.	I am not satisfied with the benefits I receive.					
22.	Many of our rules and procedures make doing a good job difficult.					
23.	I feel satisfied with my chances for salary increases.					
24.	I feel a sense of pride in doing my job.					