

A Psychological Analysis of Employees' Stress related to Job Satisfaction in Employees Trust Fund Board.

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Abstract-In today's competitive global environment, employee work satisfaction is an essential element of a company's success. Employee satisfaction can be significantly hindered by high levels of stress experienced in the work environment. In addition, poor indoor air quality contributes to deterioration of employee health and well-being, which further reduces productivity. This study examined employees' level of work stress, job satisfaction and organizational commitment.

The object of this study was to explore psychological effects of stress that may reduce employee motivation and enhance work satisfaction while exploring individual, organizational and social stressors which affect to the employees' health. The design solution includes elements that increase collaboration and enable teamwork among employees. The study discusses limitations as to the wider applicability of the approach described herein and proposes recommendations for future works in this research.

However in this research there are mainly included about work place stress, job satisfaction, and other all factors that contribute to overcome work place stress and developing job satisfaction. Herein you can get a vast knowledge regarding work place stress and job satisfaction,

Index Terms- Associate level employees, employer, work stress & job satisfaction.

I. INTRODUCTION

Today we live in a very complex society. In day to day life we have to confront many issues, problems, and crisis and so on. There are increasing numbers of mental crisis among every people. We cannot overcome all the difficulties without support of the society. Somebody must guide them in the right path. Time to time somebody must counsel them. In that case I have paid my attention towards the employees. Because, every employee engage in lots of work all over their lifespan, also I can choose vast area in one category & every person suffer with at least one kind of stress. Most people spend more time at work than they do at any other activity. Not surprisingly, then, work can be a prime source of stress and there is a great deal of evidence to show that on-the-job stress affects the physical and mental health of many employees. However this stress affects to all human beings in the society. Therefore the aim of my research is to help others learn how to cope with stress, primarily in the workplace but also in personal life. The need to manage stress work is vital, if you are to achieve your goals and objectives, whether they are work related or more personal. As an employee or employer you will find the stress management skills taught in this research valuable for betterment of your health and psychological well-being. I hope this research will be very useful & helpful to all the employees, employers and also your personal life.

Therefore I have chosen as a sample of government organization called, Employees Trust Fund Board and its employees to clarify my research topic. Especially I hope to study the problems related to the employees during working time, harms of their company and also mental problems affected to their personal life. This research helps to solve psychological problems and managing stress with job satisfaction and give better solutions to them in a psychological viewpoint.

2. LITERATURE REVIEW

According to the book of "The Stress of Life" by Hans Selye, had emphasized about stress as follows, Today all people are suffering with various mental illnesses, such as stress, anxiety, depression...etc. People who are engaging any kind of work are feeling anxious because of excessive workload. There is no anymore peaceful and simple working environment. Especially government employees stuck with lots of duties in this competitive society. Employees, who are giving their service to the people, have to be more kind, peaceful, friendly, and passive. But with the excessive workload they miss these qualities and they suffer with stress. That is obstacle to the development of mental, psychological & physical wellbeing of the employer, employee and also it mainly affects to the

organization. With this stresses employees have not good connection with customers and others, because of the displeasure, loss of mutual understand and communication problems. Due to these problems employers and employees are failing with efficiency, devotion and success. All of these things related to the stress are consist in the book of “**The Stress of Life**”, 1956 written by Hans Selye.

According to the article of “job satisfaction meaning in the Cambridge English Dictionary” have emphasized about job stress as follow, Job satisfaction means "an individual's reaction to the job experience" (Berry, 1997). There are various components that are considered to be vital to job satisfaction. These variables are important because they all influence the way a person feels about their job. These components include the following: pay, promotion, benefits, supervisor, co-workers, work conditions, communication, safety, productivity, and the work itself. Each of these factors figures into an individual’s job satisfaction differently.

According to the book of “A guide for Managers and Employees” by Samuel L. Malone, Work Related Stress (WRS) is stress caused or made worse by work. It simply refers to when a person perceives the work environment in such a way that his or her reaction involves feelings of an inability to cope. It may be caused by perceived/real pressures/deadlines/threats/anxieties within the working environment.

3. METHODOLOGY

In this study I expect to exercise content analysis method. Therefore I use qualitative data and quantitative data in appropriate. The researcher examined the phenomenon through the questionnaires that will be given out to respondents for the statistical representation of the findings in the study, interviews with the respondents and a few experts in this field will also be conducted. The questioner based on the following three variables due to the broadness of the topic. The researcher selected independent variable as the Individual factors, Personal & family factors, Social factors and Occupational factors.

Hypothesis - There are some mental stresses affects to the job satisfaction of the employees.

Sample size -Under the topic of “A Psychological analysis of employees stress related to job satisfaction in Employees Trust Fund Board I have focus on the employees’ stress and their job satisfaction. For that I expect to choose a sample as Employees Trust Fund Board that is located in the Narehenpita. The questionnaire was administered to a random selection of 100 employees both men and women.

Data collection- The researcher uses the random sample method to which included close ended questions.

Data analysis- Data analysis was done by using the Excel and researcher has used graphs and tables in order to show the data.

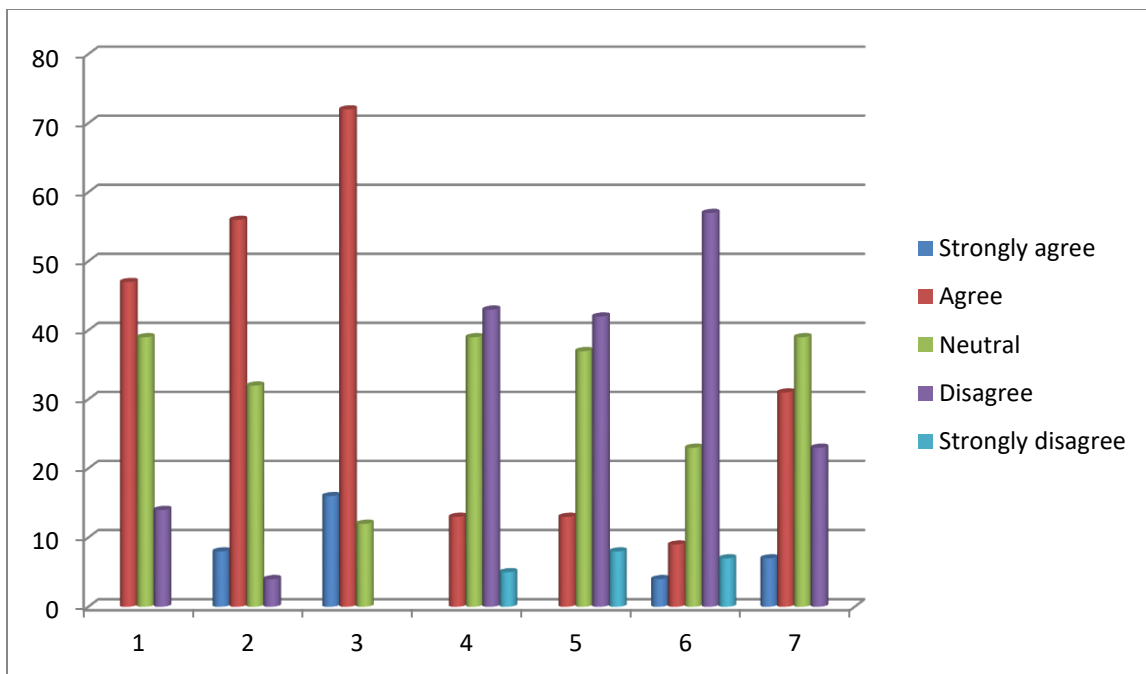
Primary data collection – primary data is gathered through the structured questionnaire.

Secondary data collection- the data to be gathered in using or precious research findings, literature survey of text books, internet, reports and related articles from journals and magazines.

1.1 Individual factors questions data summery

Question Number	1	2	3	4	5	6	7
Strongly agree	None	8	16	None	None	4	7
Agree	47	56	72	13	13	9	31
Neutral	39	32	12	39	37	23	39
Disagree	14	4	None	43	42	57	23
Strongly disagree	None	None	None	5	8	7	None

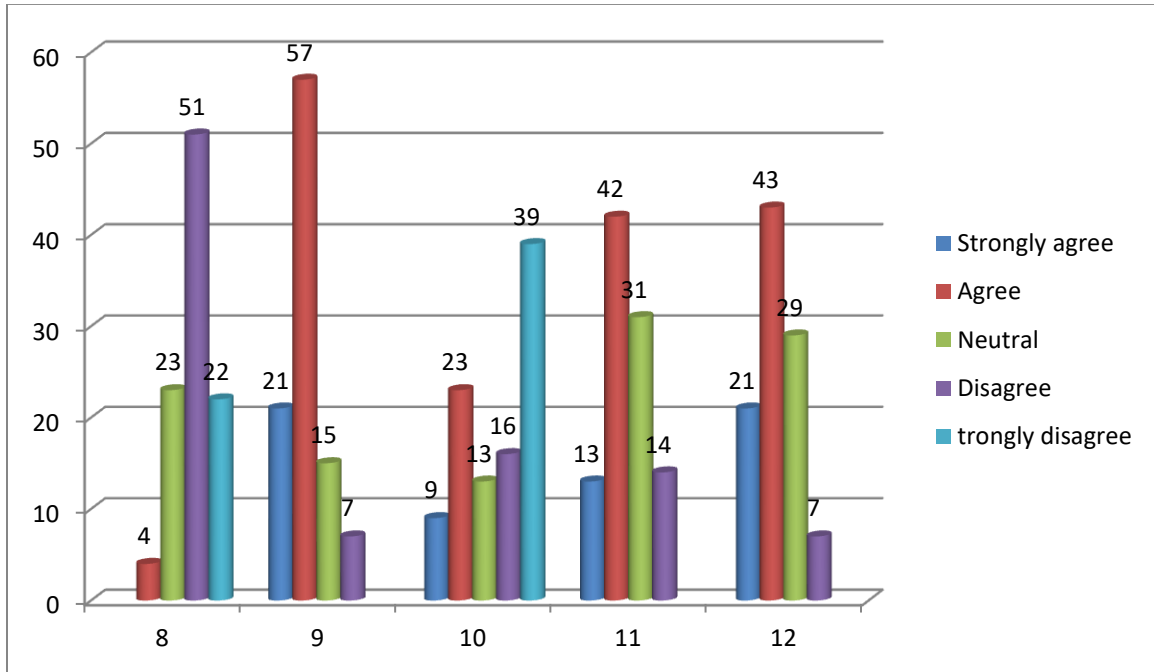
Chart 1.1



1.2 Personal & family factors questions data summery

Question Number	8	9	10	11	12
Strongly agree	None	21	9	13	21
Agree	4	57	23	42	43
Neutral	23	15	13	31	29
Disagree	51	7	16	14	7
Strongly disagree	22	None	39	None	None

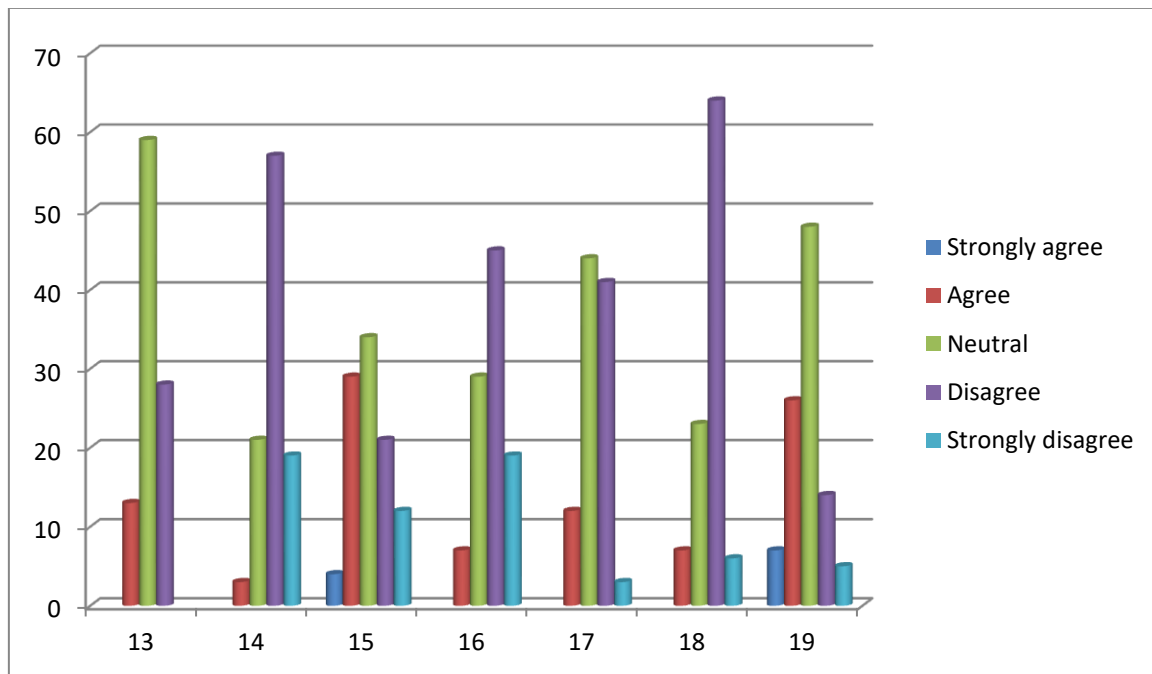
Chart 1.2



1.3 Social factors questions data summary

Question Number	13	14	15	16	17	18	19
Strongly agree	None	None	4	None	None	None	7
Agree	13	3	29	7	12	7	26
Neutral	59	21	34	29	44	23	48
Disagree	28	57	21	45	41	64	14
Strongly disagree	None	19	12	19	3	6	5

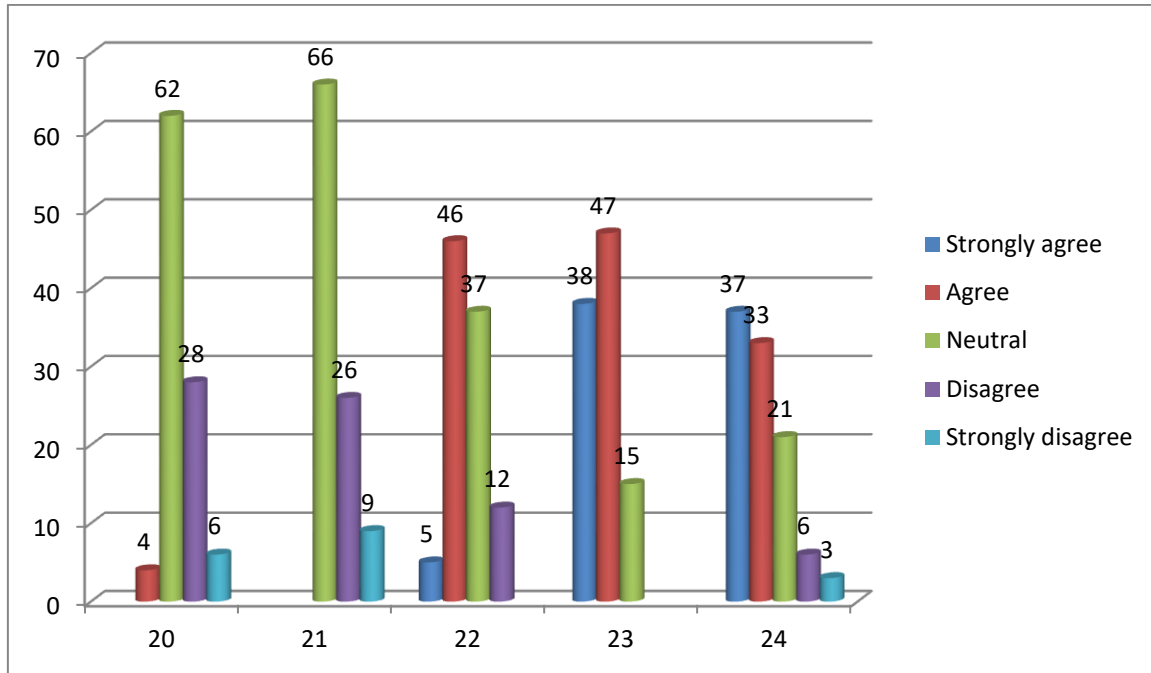
Chart 1.3



1.4 Occupational factors questions data summery

Question Number	20	21	22	23	24
Strongly agree	None	None	5	38	37
Agree	4	None	46	47	33
Neutral	62	66	37	15	21
Disagree	28	25	12	None	6
Strongly disagree	6	9	None	None	3

Chart 1.4



4. FINDINGS

The researcher wanted to identify are there some mental stresses affects to the job satisfaction of the employees. In order to measure this hypothesis the questions are asked based on the work related stresses.

According to my survey I have found that there are various kinds of effects which bother employees’ work satisfaction. They are such as, busy work schedule, lack of some facilities, work turn over, some kinds of grievances, etc. They are affects both male and female employees in the company. And also I have found out that there are some symptoms can be seen in this company. They are such as, Absenteeism, escaping from work responsibilities, arriving late, leaving early, etc., Memory loss, Over-reacting, arguing, getting irritated, anxiety, etc. Deteriorating health, Improper eating habits (over-eating or under-eating), excessive smoking and drinking, sleeplessness, etc.

But also I could find that there are lots of arraignment to manage employees’ stress in this company. Such as, ShramasuwaRekawarana Hospitalization services, Permanent Disability Insurance Cover, Financial Grant for GCE (A/L) 2016 passed students (English/Sinhala/Tamil), Financial Grant for Year Five Scholarship 2016 passed students (English/Sinhala/Tamil), Day care facilities for employees’ children, Annual get-to-gathers, and Annual trips with their family members, Salary increments, Fair bonus, Other incentives and facilities, Medical allowances, Hospital coverage, Scholarships for employees’ children, Training programs for beginners, Have a fair and just distribution of incentives and salary structure, Promote job rotation and job enrichment, Create a just and safe working environment. However I have found that there is no any counseling process in this company. According to my opinion it is really important to have a counselor or counseling committee.

5, RECOMMENDATIONS

According this research main goal is to recognize stress factors which affect to employees in ETFB and their job satisfaction and through those surveys helps to increase their capacity of job satisfaction and motivation. Especially there is a clear guidance in this research that can be applicable in any organization. In this research I hope to emphasize about new recommendations on behalf of the wellbeing of this organization.

Ultimately, the primary goal in this research is to enhance workers’ job satisfaction by reducing stress and enhancing the employee’s well-being. However in this research my hypothesis become proved and there can be seen some employees who are facing with stresses, but not huge amount of employees. It is simply few employees who are suffering with stress. Most of the employees are in

the middle ranges. Those are merely normal condition which can be in day to day life. However through this research I expected to indicate some recommendations.

According to my survey I have recognized that there is no professional counselor to this company. Employee counseling is a very good strategy to overcome employee stress. Through counseling, employees can become aware of their strengths and how to develop those strengths; their weaknesses and how to eliminate them; and they can develop strategies for changing their behavior. Typically it is very important to have a counselor or counseling committee to help employees' psychological problems, because of in modern developing society there are huge problems in everywhere that affects to humans' wellbeing. Therefore it is important to have a counselor to help workers in the company.

According to my survey I have recognized there are some valuable facilities to employees' wellbeing. Such as, ShramasuwaRekawarana Hospitalization services, Permanent Disability Insurance Cover, Financial Grant for GCE (A/L) 2016 passed students (English/Sinhala/Tamil), Financial Grant for Year Five Scholarship 2016 passed students (English/Sinhala/Tamil), Day care facilities for employees' children, Annual get-to-gathers, and Annual trips with their family members, Salary increments, Fair bonus, Other incentives and facilities, Medical allowances, Hospital coverage, Scholarships for employees' children, Training programs for beginners, Have a fair and just distribution of incentives and salary structure. Those are very important to the employees' job satisfaction. And also it is very vital if the organization will increase those facilities more on behalf of the employees' job satisfaction.

According to my opinion I have some strategies and considerations regarding this employees' wellbeing. Such as,

- Encouraging more of organizational communication with the employees so that there is no role ambiguity/conflict. Effective communication can also change employee views. Employers can use better signs and symbols which are not misinterpreted by the employees.
- Encourage employees' participation in decision-making. This will reduce role stress.
- Grant the employees greater independence, meaningful and timely feedback, and greater responsibility.
- The organizational goals should be realistic, stimulating and particular. The employees must be given feedback on how well they are heading towards these goals.
- Encourage decentralization.
- Have a fair and just distribution of incentives and salary structure.
- Promote job rotation and job enrichment.
- Create a just and safe working environment.
- Have effective hiring and orientation procedure.
- Appreciate the employees on accomplishing and over-exceeding their targets.

As an organization these strategies will be vital to the employees' wellbeing and development of the organization.

According to my research there are also some recommendations and considerations as an individually to develop employees' wellbeing and satisfaction. Such as,

- The employees should make a "to-do" list daily, prioritize the acts in the list and plan the acts accordingly. Take regular breaks during work to relax you. By effective time management, the employees can achieve their targets timely and can meet work pressures and, thus, avoid stress.
- Do hard work. Strive to achieve your goals but do not do it to the harm of family, health, or peer.
- Indulge in physical exercises. It helps in effective blood circulation, keeps you fit, diverts mind from work pressures.
- Encourage a healthy lifestyle. Take a regular sleep, have plenty of water, have healthy eating habits. Promote relaxation techniques such as yoga, listening music and meditation.
- The employees should have optimistic approach about their work. They should avoid connections with negative approach employees.
- The employees should have emotional intelligence at workplace. They should have self-awareness, self-confidence and self-control at workplace.
- The employees should build social support. They should have close connections with trustworthy peer who can listen to their problems and boost their confidence level. This social network will help the employees to overcome stress.
- Employee counseling is a very good strategy to overcome employee stress. Through counseling, employees can become aware of their strengths and how to develop those strengths; their weaknesses and how to eliminate them; and they can develop strategies for changing their behavior. Employees are also given career counseling which helps in reducing their ambiguities with regard to career.
- Find a fun way to release stress, such as, cracking jokes, playing tennis, golf, etc.

- Do not remain pre-occupied with yourself. Turn your focus outwards. Help others. This will release some stress.

According to these things, organization can develop their targets. Employees' can eliminate their stress problems and increase job satisfaction. These are really helpful to overcome any kind of problem.

Finally we can evaluate these stress problems clearly and make employees ready to face those problems in work place. According to my hypothesis there are some stresses factors which affect to employees' satisfaction can be recognized clearly. Those are simply depicted as day today stressors.

However according to this research above mentioned recommendations are really useful for any organization. It's not merely for wellbeing of the employees; it is also useful for the development of organization's wellbeing. Ultimately, the primary goal in this research is to enhance workers' job satisfaction by reducing stress and enhancing the employee's well-being.

According to my research hypothesis there are some stressed employees in this organization and they are merely limited amount of employees. And also through this research I have indicated most suitable recommendations to this organization and it will be vital to develop career progress of the employees too. Therefore finally by using these facts any employee can improve their wellbeing.

According to my point of view by using above mentioned recommendations employees can overcome their psychological problems in work place and improve job satisfaction. And also organizations also can develop. Therefore I think that this research will be a great influence to the employees and employers to their wellbeing.

6. CONCLUSION

The researcher's aim is to find out the factors of the employer, employee work related stress for the improvement of job satisfaction in associate level employees. The study had been done by the researcher through a structured questionnaire.

A hypothesis which proved through the data analysis part which implies that there are some mental stresses affects to the job satisfaction of the employees. In the findings this has been clearly mentioned by the author and the recommendations given in order to enhance the employer employee job satisfaction. With these recommendations it is clear that job satisfaction in associate level employees can be improved from the selected factors.

7. APPENDIX

Questionnaire

This questionnaire includes 25 questions and 5 options to select you to. These are very easy and simple for understanding. These five options are;

- a) Strongly agree.
- b) Agree.
- c) Neutral.
- d) Disagree.
- e) Strongly disagree.

1. Not enough hours in the day to do all the things that I must do
2. My self-confidence / self-esteem is lower than I would like it to be
3. My body feels tense all over.
4. I have trouble falling asleep.

5. I feel fatigued or tired even when I wake after an adequate sleep
6. My appetites have changed, have either a desire to binge or have a loss of appetite / may skip meals
7. I experience mood swings, difficulty making decisions, concentration and memory is impaired
8. My sex drive is lower, can experience changes to menstrual cycle.
9. Increase in muscular aches and pains especially in the neck, head, lower back, shoulders
10. I find I have a greater dependency on alcohol, caffeine, nicotine or drugs
11. I find that I don't have time for many interests / hobbies outside of work
12. I have some problems in my family
13. Trouble with boss.
14. Trouble with clients/customers
15. Trouble with work colleagues.
16. Job interfering with home/family life
17. I arrive at work late.
18. My emotions change unpredictably and without any apparent reason.
19. When I have an important personal problem I can't solve myself, I do not seek professional help.
20. "Employees in the organization have necessary authority to perform their duties effectively".
21. "Organization organizes counseling programs for the employees regularly".
22. "Employees get Appreciation and rewards if the desired work / targets are accomplished".
23. "Welfare facilities provided to the employees by the organization are satisfactory"
24. Which of the following factors which motivates you most?
 - a. Salary Increase
 - b. Promotion
 - c. Leave
 - d. Motivational talks
 - e. Recognition
25. Rate your Overall Satisfaction with your Job?

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