

Impact of Job Stress of Employees on Job Satisfaction in Telecom Industry

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INTRODUCTION

Human resource plays a vital role in development and increasing the productivity of any organization. It is defining that human uses it maximum possible extent for achieving the goal of organization or individual's career growth. It is the individual performance that define the attainment of goals & employee performance is somehow influenced by the job satisfaction & motivation of employee. Job satisfaction somehow define the involvement towards the work. Job satisfaction is the mental state of employee that define the satisfaction as well involvement of employees towards their work. In organization many employees work for sake of money and profitability but if employee do not satisfy with their work, then it cause job stress, then employee do not work in good way and this show negative impact on goodwill of the company.

Job satisfaction is a very important part for an organization. Job satisfaction refers to a person's feeling of satisfaction on the job which act as motivation to work. According to Hop-pock (1935) job satisfaction is combination of physiological, psychological, and environmental factor that people admit, "I am happy with my job".

Job stress can be defined as the damaging physical and emotion of a person that arises when the wishes or desire regarding the job do not compete with the abilities, means, or wants of the employee. Job stress can lead to bad strength and even damage. The word stress is primarily from physical science where it means the strength engaged upon a purpose to reason destruction, winding, or breaking. It is the situation when a person accomplishes a task and there is difference in reward he imagines.

Job satisfaction is an individual's emotional reaction to the job itself. It has been established that highly satisfied workers have better physical and mental wellbeing. On the other hand, serious job dissatisfaction results in stress and tension, which is usually the cause of a variety of physiological disorders. Job satisfaction results from the employees' perception that the job content and context provide what an employee values in the work situation. It can be defined as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience". Job satisfaction refers to a person's feeling of satisfaction on

the job, which acts as a motivation to work. It is not the self-satisfaction, happiness, or self-contentment but the satisfaction on the job.

From an individual perspective, job involvement constitutes a key to motivation, performance, personal growth, and satisfaction in the workplace. Job involvement contributes importantly to organizational effectiveness, productivity, and morale by engaging employees deeply in their work and making it a meaningful and fulfilling experience. Stress, therefore, is a dynamic condition in which an individual is confronted with an opportunity, constraint or demand related to what the individual desires and for which the outcome is perceived to be both uncertain and important. Stress in the workplace is a growing problem, with extensive costs to individuals, Organizations, and society. Stress is the emotional and physical strain caused by our response to pressure from the outside world. Common stress reactions include tension, irritability, inability to concentrate, and a variety of physical symptoms that include headache and a fast heartbeat.

Background:

The telecom sector of India is one of the growing sectors of economy. Along with the growth competition has also increased. Currently, the telecom sector is undergoing intense competition among the six mobile operators, one major fixed-line operator and few small fixed-line operators. So, there is a need to find the impact of job stress on job satisfaction in telecommunication sector of India.

This learning proves that job stress is directly impact on academic life as well as a person's practical life.

Job Satisfaction And Organizational Commitment of Teacher Educators: The Case Of Arbaminch College Of Teacher Education (Dingeta, 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 it affect him/her as well as and on the other side the students are not interested to get the lecture and feel stress in their study & also they cannot freely participate in the study activities.

In organizations if the employees feel 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

Several studies have tried to determine the link between job stress & job satisfaction. There is certain factor that cause stress is the role conflict, workload, working period. Role conflict is job stressor which is cause due to contradictory in nature and difficult to perform, multiple roles the job have negative impact on job satisfaction (Ahari, 2013)

Job stress is organizational aspect which can be caused by the dissatisfaction of employees which can be by organizational change, lack of support between supervisor and colleagues or conflict with demand and pressure. As stress affects the performance of the people working in any type of organization and it has direct negative impact on job satisfaction (Bajpai et al., 2015)

According to (Joy, 2017) if the wants of an organization are huge and wider than the employee expectation from their jobs and the work continues for a very long period of time without any break then the employees of an organization feel 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.

(Zunaidah et al., 2019) 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 being's stress is repeatedly used to define the body's reactions to demands engaged upon it, whether these demands are favorable or unfavorable.

- 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. They prove in their study that job stress and job satisfaction are separate but interconnected variables. (Trivellas et al., 2013)
- (Ali et al., 2014) conducted a research which examined the impact of job stress on employee job satisfaction. The study was done on a sample of 150 employees which were from the private colleges of Pakistan was used for this analysis. Job stress was measured on the basis was measured based on workload and physical environment.

To investigate the relation between job stress and employee job satisfaction, the defined factors are:

- work overload
- autonomy of work
- working environment
- salary & promotion
- role conflict
- performance evaluation by employers
- work life balance
- lack of career development.



Fig: Relationship between job stress and job satisfaction, here job stress is independent variable and job satisfaction is dependent variable

PROBLEM STATEMENT:

- Organization work cannot be done under pressure as it could be the reason of the low production, disappointment towards achieving its goal. Several factors are effects on employee job satisfaction such as overload of work, separation, work life balance, role overloaded & wide hours worked inspiration to development in one's skill level.
- Job stress directly effect on employee job satisfaction, performance of the employee, and productivity of the organization. If employees are not feeling stress on their job and are satisfied with their job, then this is positive impact on organization productivity otherwise negatively impacted on organization.

OBJECTIVES:

- To find authentic factor of job stress that impact employees' satisfaction in telecom industry.
- To investigation the relation between job stress and employee job satisfaction, as job satisfaction is dependent variable and job stress is independent variable.

METHODOLOGY:

Research Design:

In this research, we used description research design, which means this paper elaborates the past studies and researchers undergone with these very same variables.

Primary Data: In this study we use the quantitative research and data is collected about job stress and job satisfaction through questionnaire. For data collection questionnaire is used, 200 questionnaire distributed in employees of telecom sector industry as sample. Questionnaire was designed on survey platform Google Form:

- In primary, an attempt has been made to analyze the impact of job stress on the job satisfaction of employees of TELECOM INDUSTRY. The study tries to understand the level of satisfaction among the employees of TELECOM INDUSTRY. It further explains the area on which employees are mostly dissatisfied.

Secondary Data

- Textbook, journals, internet will be used.
- **Sampling population:** 200 employees of telecom industry.
- **Sampling Technique:**

The study shall be based on random sampling, convenience sampling technique.

- **Sampling Area:** To check the impact of job stress on job satisfaction in Telecom industry in New Delhi.

DATA ANALYSIS

After the collection of data, we analyze the data through MS Excel. After obtaining the data through survey we put that data in ms excel which include regression and correlation results will be analyzed and on this basis recommendation and result conclusion will be given.

Correlation

	Job satisfaction	Job stress
Job satisfaction	1	0.719324
Job stress	0.719324	1

The value represents the simple correlation between Job Satisfaction and the Job stress which is **0.719324**, indicates a high degree of positive correlation.

Regression

Regression Statistics	
Multiple R	0.719324389
R Square	0.517427576
Adjusted R Square	0.511469892
Standard Error	0.496215139
Observations	83

Here,

- Multiple R = It is same as r (correlation coefficient) for regression with one independent variable.
- R square = It measure the degree of inter relation and dependence between two variables.

The *R* value represents the simple correlation between Job Satisfaction and the Job stress, which is **0.7193**, indicates a high degree of positive correlation.

The *R square* value, here 0.5174 or **51.74 %** indicates the total variation in Job satisfaction by the various factors associated with Job stress.

ANOVA					
	<i>Df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>
Regression	1	21.38514051	21.38514	86.85045	0.0000
Residual	81	19.94458656	0.246229		
Total	82	41.32972707			
	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>	
Intercept(constant)	0.524162106	0.265766603	1.972265	0.051992	
Job stress	0.776493318	0.083320464	9.319359	0.0000	

Dependent Variable: Employee job satisfaction

The magnitude represents that there is significant relationship between job stress & job satisfaction. The significant level is 0.0000. There is positive relationship between job stress and job satisfaction that is shown by positive values, this gives model a good fit. The value of *F* must be greater than 5. In this study, the value of *F* is **86.85045** that is greater than 5.

From the above ANOVA table shows that regression model predicts the dependent variable significantly as the *p* value i.e 0.000 (<0.05) indicates the significant correlation between them.

Correlation between job satisfaction and factors of job stress

	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>
Intercept	0.098344313	0.212581261	0.462619857	0.644941572
Workload	0.153636901	0.08946217	1.717339302	0.089936915
Role Conflict	-0.11305251	0.095325837	-1.185958721	0.23928535
Work life Balance	0.150780527	0.102568399	1.470048548	0.145623054
Salary & Promotion	0.219339019	0.099294558	2.208973222	0.030149921*
Working Environment	0.535214773	0.078907043	6.782851739	0.0000*

Job Stress Factors-Salary & Promotion and Working Environment are significant (<0.05) among these to affect the Job satisfaction of the employees.

Conclusion

The main aim of this study is to identify the impact of job stress on employee job satisfaction among the employees of telecom industry. If employees feel great stress on their job and employees are less satisfying with their job, then the performance of the organization will be affected. It is important for an organization to understand the needs of their employees and give them the environments that are satisfied them and fulfill their needs. The study found that employees of telecom industry are satisfied with their job and feels a little bit stress on their job. The performance of the industry depends upon the performance of the employees. For enhancing the performance of employee, the management should provide training to their employees 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 employees. The different reward system like appraisal, compensation etc. are helps to increase the level of job satisfaction.

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