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THE IMPACT OF JOB STRESS ON JOB SATISFACTION AMONG ACADEMICS OF PUBLIC UNIVERSITY IN SELANGOR

**Nur Shafini Mohd Said*, Nurfarhana Iylia Mazelan², Siti Rapidah Omar Ali³,
Khalid Amin Mat⁴, Nasiha Abdullah⁵**

^{1,2,3,4,5}Faculty of Business Management, Universiti Teknologi MARA, Terengganu

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Corresponding Author:
shafini@uitm.edu.my

ABSTRACT

The study investigates the impact of job stress on job satisfaction among academics of public university in Selangor. The purpose of the study is to analyze the relationships between the factors that affect stress, which are Workload, Role of Ambiguity and Role of Conflict. The researchers have selected the academicians from the public university in Selangor as the study population, which involved 320 academicians. The statistical analyses were performed using version 23 of the Statistical Package for Social Science (SPSS). In order to identify the impact of job stress on job satisfaction, the Correlation and Multiple Regressions analyses were used. The results showed that there is a weak relationship between independent and dependent variables. The researchers hope that the results will also provide numerous benefits to the organization.

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1. Introduction

Job stress is referred as a work of strain or work resistance and also a feeling of endless force. According to Ehsan and Kishwar (2019), workload stress is characterized as refusal to work and a sense of extreme strain associated with general symptoms of physiological, psychological and behavioral stress.

Stress at work involves emotional or physical pressure (Hussain et al. ,2019) when the completed task does not meet the demands of the organization. However, if the work is performed well, there is no friction elsewhere which leads to stress. Some employees are under a great deal of pressure because they cannot cope with the stress. The experience of stress is very specific and

liable to individual's interpretation, and there are studies that have consistently found that stress measures among most people can influence stress.

The stress of jobs is due to the interaction with other people and the conditions of the workplace (Maheswari & Tamizharasi, 2019). Job stress' opinions differ for each company, but the critical characteristics and working conditions of workers contribute to the key source of stress for each organization. The factors that contribute to job stress are crucial for technological advancement, competitive lifestyles and numerous social aspects. Job stress can be both positive and detrimental. This research is therefore aimed to define the relationship between job stress and job satisfaction.

The three objectives identified to undertake in the study are:

1. To identify the relationship between workload and job satisfaction among academicians.
2. To examine the relationship between role ambiguity and job satisfaction among academicians.
3. To determine the relationship between role conflict and job satisfaction among academicians.

2. Literature Review

Workload

The workload comes from the association between the conditions of workload operations which are used as workplaces, skills and expectations of employees. According to Khuong and Yen (2016), workload is the main cause of stress among workers which refers to work assignments. For example, when people feel overwhelmed by themselves or the demands of a situation are greater than they can handle, and if it occurs without delay or break for a long time, then numerous physical, behavioral and mental problems can occur which can lead to death.

Too much workload can lead to stress in an individual, which is caused by the level of expertise and speed of work that is expected to be too high, and too much work volume, and the results of the study concluded that workload positively affects work stress (Kumar & Narayan, 2014). Other limitations such as time pressure, inadequate and timely help, insufficient resources to get a job done, incompetent staff, conflicts of responsibilities and others may affect the productivity and efficiency of the employees (Vijayan, 2017).

Role Ambiguity

According to Bongga and Susanty (2018), role ambiguity is the result of the uncertainty that one has about the expectations of a given function. Prolonged role instability can cause dissatisfaction with the work.

A greater understanding of roles can help individuals understand what people expect from them and how they should behave (Syamsul et al., 2015). When misunderstanding of the position during interaction happens, a problem will likely arise. The workers need to know what is important for them to do a successful job. The purpose is always unclear since managers do not attempt to clarify it to subordinates or do it correctly or acknowledge the mistake of the subordinates.

Role Conflict

Conflicting role and satisfaction impact the employees (Bongga & Susanty, 2018). If a person faces a position that deviates from expectations, conflict of roles will be the outcome. Role conflict is a disorder that arises when someone has two separated positions to play.

According to Faraz et al. (2014), role conflict has many distinct effects on the work-life of a person and on their family-life. In several studies, it has been found that those who are suffering from role conflict have suffered greatly in their work performance, mostly in the form of lack of job satisfaction.

Job Satisfaction

Job satisfaction is a productivity or an emotional reaction to the various aspects of work (Bongga & Susanty, 2018). This implies that one may be reasonably pleased with one aspect of the job and/or dissatisfied with one or more other aspects. Furthermore, job satisfaction is often described as a feeling of motivation or demotivation that employees experience at work.

Job satisfaction is an important concern for the workers that businesses are looking for (Al-Mutairi et al., 2017). This represents just how satisfied a worker is with their employment. The level of satisfaction is determined by the thoughts and feelings of the employees regarding their jobs.

Relationship between independent variables and dependent variable

According to Hans et al. (2014), work stress and job satisfaction are the main problems within an organization that may influence an organization's efficiency and productivity. Work-related stress is a vital factor to job satisfaction. When functioning as a motivator, work-related stress results in creativity and satisfaction and consequently removes boredom and mundanity. Stress leads to aggression and low job satisfaction when it functions as a negative factor (Munich Personal RePEc Archive, 2008).

3. Methodology

The quantitative analysis methodology used in this study. The questionnaire was answered by 320 academicians from the university in Selangor. The questionnaire was divided into 5 parts, section A, B, C, D and E. In section A, the questions focused on demographic data such as gender, age, marital status, income level, educational level and job experience together with sections B, C, D, and E which were workload, role ambiguity, role conflict and job satisfaction.

Figure 1 demonstrates the conceptual framework of study. Workload, role ambiguity and role conflict are the independent variables in this analysis. Besides that, this study's dependent variable is job satisfaction.

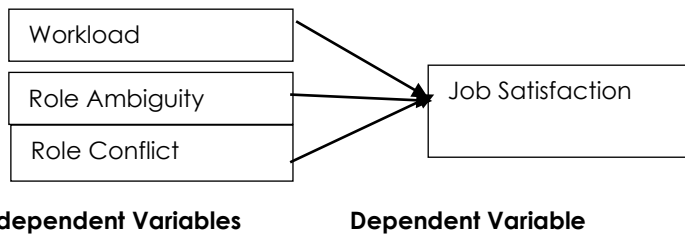


Figure 1: Conceptual framework of Independent variables and dependent variable

4. Results and Discussion

Reliability analysis

Table 1 shows the results of reliability test of the 320 respondents which came from public university in Selangor. It shows that the role ambiguity is the highest number of alpha value that is 0.694. The second highest is job satisfaction which is an dependent variable, the amount of alpha value is 0.675. For the role conflict, the table shows that the number of alpha value is 0.573 and by following with the next independent variable, which is workload indicates 0.554 of alpha value, which means it is poor reliability.

Table 1: Reliability Analysis

VARIABLES	ITEMS	CRONBACH'S ALPHA
Workload	8	0.554
Role Ambiguity	10	0.694
Role Conflict	10	0.573
Job Satisfaction	10	0.675

Correlation Analysis

Analysis of correlation is used as statistical tool to analyze relationship between two variables or more. In this analysis, correlation measures the intensity of linear relation between dependent variable, which is job satisfaction, and independent variables, which are workload, uncertainty role and conflict role. The correlation coefficient can give a numerical summary of the direction and intensity of the linear relationship between the IVs and DVs. Pearson's correlation coefficients (r) range from -1 to +1 for signaling a positive or negative correlation.

Several methods have been proposed, according to Schober et al. (2018), to convert the coefficient of correlation into descriptors such as "weak," "moderate," or "strong" ties. While most researchers would generally accept that a coefficient of < 0.1 indicates a marginal relationship, and > 0.9 indicates a very strong relationship, values in between are controversial.

Table 2 Pearson Correlation

Correlation	Statement
1.0– 0.10	Negligible correlation
0.10 – 0.39	Weak correlation

0.40 – 0.69	Moderate correlation
0.70 – 0.89	Strong correlation
0.90 – 1.00	Very strong correlation

The Pearson correlation coefficient findings for this analysis are described in Table 3 below:

Table 3: The Pearson correlation coefficient findings

No	Variables	Mean	Standard Deviation	1	2	3	4
1	Workload	3.58	0.561	1			
2	Role Ambiguity	3.65	0.307	0.357**	1		
3	Role Conflict	3.12	0.600	0.637**	0.209**	1	
4	Job Satisfaction	3.87	0.417	0.482**	0.215**	0.240**	1

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

Discussion

The findings of the correlations between the independent variables and the dependent variables based on the result are shown in table 3 above.

Workload (IV1)

The relationship between workload and job satisfaction was positive and significant which is 0.389, respectively, which further reinforced the relatively moderate relationship between the IV and the DV.

Role Ambiguity (IV2)

There was a significant, positive and low correlation between role ambiguity and job satisfaction. The relationship between the variables was stated as 0.215, which was weak relationship between the IV and DV.

Role Conflict (IV3)

There was a significant, low and positive correlation between the role conflict and job satisfaction. The relationship between the variables was stated as 0.240, respectively, which further reinforced the weak relationship between the IV and DV.

5. Conclusion

The findings of this study indicated that workload, role ambiguity and role conflict were affected by the job satisfaction of academicians at Public University in Selangor. However, the job satisfaction for those factors were not strongly affected. This is because the weak value of the correlation coefficient. Hence, those factors also influenced the academicians' job satisfaction.

Due to this, in public sectors several steps must be taken to ensure that the work satisfaction and their job performance are not affected. Management should pay their full attention on balancing the workload for academicians. They should also concern about the role conflict and role ambiguity. The organization should create specific goals to incorporate new organizational policies or practices that allow academicians to deal with contradictory roles and uncertainty more easily when conducting their duties. These practices are hoped to raise the job satisfaction levels for these executives, thus allowing them to be retained.

Moreover, it is proposed that the procedures or policies to be implemented with the aim to enhance the consistency of duties, the concept of responsibilities and the academic position objectives. The implementation of approaches to assess executives' sensitivity to perceive the role conflict and uncertainty is also suggested before taking the job. Universities need an increasingly advanced and more technologically efficient research environment, which call for more trained and highly skilled workforce as compared to the current situation, in order to continue contributing effectively in both national and global economy.

In addition, for the future research, it is highly recommended to choose another sample population, for example, population from administrative staffs, students and so on. Future research can mix both samples and compare them to find whether it would give a different result especially among academicians, administrative staffs or students.

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