

EXAMINING THE RELATIONSHIP BETWEEN JOB STRESS AND JOBSATISFACTION AMONG POLITEKNIK KOTA BHARU'S LECTURERS

Nur Anissa Amira Binti Rusdi^{1,*}, Anisah Binti Jawawi², Mohd Sanusi Deraman³

¹ Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA (UiTM) Kota Bharu, Kelantan

^{2,3} Department of Mathematic Science Computer, Politeknik Kota Bharu, Kelantan

*Corresponding author: nuranissamira@gmail.com

Received 15 July 2024, Accepted 13 August, Available Online 04 September 2024

Abstract

This study examined the relationship between job stress, and job satisfaction among Politeknik Kota Bharu's lecturers. The purpose of this research was to find out the relationship between work-life balance, job stress, and job satisfaction among Politeknik Kota Bharu's lecturers. A QR code was used to scan a link to the Google Form, and a Google Form was used to create the survey. In this research, 15 respondents were chosen to answer the questionnaires. The data has been analysed through the Statistical Package for Social Sciences (SPSS). Descriptive and correlation analysis were applied in this study. The findings of the study show that the null hypothesis is rejected. It can be found that there is a relationship between job stress and job satisfaction. Next, based on the Pearson correlation value, it shows that the Pearson correlation in this study is -0.518. This indicates a moderate negative correlation, meaning that as job stress increases, job satisfaction tends to decrease.

Keywords: Job Stress, Job Satisfaction, Correlation

INTRODUCTION

For all people to be happier than they were a few years ago, work is essential. A person can also compete with others to do a better job as a means of measuring success at work, and they can continuously enhance and increase the company's quality, performance, and production potential (Nurhasanah et al., 2023).

In the modern workforce, achieving a satisfactory balance between professional and personal life is increasingly challenging due to the growing demands of work. Significant job stress is frequently caused by high-performance standards, a never-ending pressure to perform, and extensive job duties. This disparity may have a negative impact on job satisfaction, which is essential to both organizational success and employee well-being.

When it comes to the ultimate goal of their employment, which encompasses earning, learning new skills, and advancing professionally, job satisfaction gauges how satisfied employees are with their status (Saraih et al., 2019). Additionally, job satisfaction explains the extent to which an individual is satisfied by their profession. If workers were discovered to be happy and like their work, it is believed that they would be more contented with their jobs (Abdirahman et al., 2020).

Since job satisfaction of employees has been connected to profitability, productivity, staff retention, and customer satisfaction, it is an important goal for organizations to achieve

(Krishnan & Loon, 2018).

Research Objective

To find out the relationship between job stress with job satisfaction among Politeknik Kota Bharu's lecturers

Research Hypothesis

H₀: There is no relationship between job stress and jobsatisfaction

H₁: There is a relationship between job stress and job satisfaction.

Significance of study

Understanding the relationship between job stress and job satisfaction is vital for improving employee retention, productivity, and overall organizational performance. Workplaces that experience high levels of stress at work may suffer from burnout, low motivation, and high employee turnover. Organisations may design focused interventions to lower stress and raise satisfaction by understanding stress sources and how they affect satisfaction. The findings of this study will influence regulations that support healthier work-life balance, supportive management techniques, and positive work environments, all of which will increase employee engagement and productivity.

Scope and limitation

This study focused on the relationship between job stress and job satisfaction among Politeknik Kota Bharu's Lecturers. The data collection was conducted by lecturers of Politeknik Kota Bharu as the population. It involved 15 lecturers from Jabatan Matematik, Sains dan Komputer. Finally, for the limitation, this study only included one independent variable which is job stress.

LITERATURE REVIEW

I. Job satisfaction

Job satisfaction is a multifaceted and intricate notion that is seen differently by individuals. Though it's unrelated to motivation, it's frequently discussed in that context. It's more akin to an individual's observance, sentiment, and emotion that may be connected to things like a sense of accomplishment (Saeed & Farooqi, 2014). One way to define job satisfaction is an individual's attitude towards their place of employment. Individuals who are highly satisfied with their jobs have a good attitude towards work, whereas those who are not happy will display a negative attitude towards the work itself (Nurhasanah et al., 2023).

II. Job stress

The term "job stress" refers to the detrimental emotional and physical reactions that arise when an employee's needs for their job conflict with the level of control they have over achieving these demands. Individuals experience stress when they have doubts about their ability to handle risks to their safety or accurately fulfill demands placed upon them (Saeed & Farooqi, 2014).

III. Relationship between job stress and job satisfaction

Saeed & Farooqi (2014) conducted a study to investigate the relationship between job stress and job satisfaction among university teachers. A sample of 171 teachers was selected from the University of Gujrat's Hafiz Hayat Campus. The study's results support the hypothesis by showing that there is no significant association between job stress and job satisfaction.

METHODOLOGY

Method of data collection

A questionnaire was given to 15 respondents in order to gather data for this research. QR code was used to scan a link to the Google Form, and Google Form was used to create the survey. There are numerous question types that can be added to a Google Form, such as paragraphs, pull-down menus, multiple-choice questions, verification boxes, linear scales, and option-rich grids. There were six sections on the questionnaire. In Section A, the respondents' demographic data—including their gender, age, race, and course—is presented. A five-point Likert scale, with 1 denoting strongly disagree and 5 denoting strongly agree, was utilised in every component of the questionnaire, with the exception of the demographic section. Additionally, Section B focuses on job satisfaction and Section C asks about job stress.

This study used a cross-sectional design. Cross-sectional design is a type of observational research methodology that examines data on variables collected at a certain period from the sample population as a whole or from a pre-specified subset. Experiments conducted concurrently in different groups provided the basis for cross-sectional data studies.

Method of data analysis

i. Reliability analysis

The reliability analysis can be conducted by comparing the Cronbach's alpha. Cronbach's alpha is a measure of reliability but not validity. It cannot ascertain whether the items measure the correct concept (validity), but it can tell whether responses are consistent across items (reliability). Below is the formula for Cronbach's alpha:

$$a = \frac{N \cdot \bar{C}}{\bar{v} + (N - 1) \cdot C}$$

Where:

- N = number of items
- $\bar{C}$ = mean covariance between items
- $\bar{v}$ = mean item variance

Using a rule of thumb to interpret the dichotomous alpha, the reliability analysis of the Likert scale questions in the questionnaire was assessed in this study. The internal consistency and Cronbach's alpha score range are displayed in the table below. As a result, the questions in this survey that receive a score of greater than or equal to 0.7 will stay.

Table 1: Score range of Cronbach's alpha and its internal consistency

Cronbach's Alpha	Internal consistency
$\alpha \geq 0.9$	Excellent
$0.9 > \alpha \geq 0.8$	Good
$0.8 > \alpha \geq 0.7$	Acceptable
$0.7 > \alpha \geq 0.6$	Questionable
$0.6 > \alpha \geq 0.5$	Poor
$0.5 > \alpha$	Unacceptable

ii. *Descriptive analysis*

A type of data research known as descriptive analysis helps to describe, illustrate, or usefully summarise data points for patterns to emerge that meet all of the data's requirements. Frequency and percentage descriptive statistics will be used to analyze the respondent's demographic segmentation. This study will provide the number of responders according to their demographics, including gender, age, race, and course.

iii. *Correlation analysis*

Correlation analysis is a statistical method that is used to discover if there is a relationship between two variables/datasets, and how strong that relationship may be. Usually, there are three different ways of ranking statistical correlation according to Spearman, Kendall, and Pearson. In this research, Pearson's coefficient correlation analysis is used to express the strength and direction of the linear relationship between two continuous variables. The following formula is used to calculate the Pearson r correlation:

$$r = \frac{\sum(x_i - \bar{x})(y_i - \bar{y})}{\sqrt{\sum(x_i - \bar{x})^2 \sum(y_i - \bar{y})^2}}$$

Where:

r = Pearson's coefficient correlation

x_i = values of the x-variable in a sample

$\bar{x}$ = mean of the values of the x-variable

y_i = values of the y-variable in a sample

$\bar{y}$ = mean of the values of the y-variable

The coefficient ranges from -1 to +1, where +1 indicates a perfect positive linear relationship, -1 indicates a perfect negative linear relationship, and 0 indicates no linear relationship.

Table 2: Correlation value and its strength interpretation

Pearson Correlation Coefficient	Strength Interpretation
0.00 - 0.09	Very weak 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

RESULT AND FINDINGS

i. Reliability analysis

Table 3 depicts the reliability analysis result. Based on the Table 3, the values of Cronbach's alpha for all variables more than 0.7 which means all the questionnaires can be used.

Table 3: Reliability analysis result

Variables	Cronbach's Alpha
Job satisfaction	0.833
Job stress	0.719

ii. Descriptive analysis

Table 4 displays the descriptive analysis of the demographic profile. A total of 15 respondents participated in this study which comprised 5 males (33.3%) and 10 females (66.7%). Subsequently, it was discovered that 46.7 percent of the lecturers who participated in this study were between the ages of 40 and 44. With a range of age from 55 to 59, the lowest percentage of lecturers involved in this study was 6.7 percent. Slightly around 6.7 percent of the lecturers were Chinese, whereas 93.3 percent of the lecturers were Malay. Lastly, with a percentage of 33.3 percent, Mathematical Engineering 3 was taught by the majority of lecturers included in this research.

Table 4: Descriptive analysis of demographic profile

Demographic	Attributes	Number of Respondents	Percentages
Gender	Male	5	33.3
	Female	10	66.7
Age	30-34	0	0.0
	35-39	0	0.0
	40-44	7	46.7
	45-49	4	26.7
	50-54	3	20.0
	55-59	1	6.7
Race	Malay	14	93.3
	Chinese	1	6.7
	Indian	0	0.0

Course	Mathematic Engineering 1	2	13.3
	Mathematic Engineering 2	2	13.3
	Mathematic Engineering 3	5	33.3
	Engineering Science	4	26.7
	Computer Application	2	13.3

iii. Correlation analysis

Table 5 shows the Pearson's coefficient correlation analysis result. Based on Table 5, the p-value for the variable is 0.048 which is less than $\alpha = 0.05$. Therefore, the null hypothesis is rejected. It can be concluded that there is a relationship between job stress and job satisfaction.

Based on Pearson correlation value, it shows that the Pearson correlation in this study is -0.518. This indicates a moderate negative correlation, meaning that as the job stress increase, the job satisfaction tends to decrease. The inverse association between higher levels of job stress and lower levels of job satisfaction is indicated by the Pearson correlation coefficient's negative sign (-0.518). A noticeable and significant level of correlation between the variables is shown by the magnitude of 0.518, even if it is not near to -1 (which would indicate a complete negative correlation).

Table 5: Pearson's coefficient correlation analysis result

Dependent variable	Independent variable	Pearson Correlation	Sig. (2-tailed)
Job satisfaction	Job stress	-0.518	0.048

CONCLUSION

The results of the study indicate a relationship between job stress and job satisfaction. The Pearson correlation coefficient for this relationship is calculated to be -0.518. This figure signifies a moderate negative correlation, meaning that as job stress levels increase, job satisfaction levels tend to decrease correspondingly.

Understanding this relationship is crucial for employers and organizational leaders. It highlights the importance of managing job stress to enhance overall job satisfaction among employees. Interventions aimed at reducing job stress, such as providing support resources, promoting work-life balance, and improving workplace conditions, could potentially lead to higher job satisfaction and better overall employee well-being.

REFERENCES

- Abdirahman, H. I. H., Najeemdeen, I. S., Abidemi, B. T., & Ahmad, R. (2020). The Relationship between Job Satisfaction, Work-Life Balance and Organizational Commitment on Employee Performance. *Advances in Business Research International Journal*, 4(1), 42.
<https://doi.org/10.24191/abrij.v4i1.10081>

- Krishnan, R., & Loon, K. W. (2018). The Effects of Job Satisfaction and Work-Life Balance on Employee Task Performance. *International Journal of Academic Research in Business and Social Sciences*, 8(3), 652–662. <https://doi.org/10.6007/ijarbss/v8-i3/3956>
- Nurhasanah, N., Pratama, Y. A. S., & Nurmaisyah, I. (2023). The Effect of Job Satisfaction, Work-Life Balance and Psychological Well-Being on Employee Performance at PT. JAS. *Applied Quantitative Analysis*, 2(2), 1–13. <https://doi.org/10.31098/quant.944>
- Saeed, K., & Farooqi, Y. A. (2014). Examining the Relationship between Work Life Balance, Job Stress and Job Satisfaction Among University Teachers. *International Journal of Multidisciplinary Sciences and Engineering*, 5(6), 9–15. <http://www.ijmse.org/Volume5/Issue6/paper2.pdf%5Cn14/01/15>
- Saraih, U. N., Mohd Zaki, M. I. I., Mohd Karim, K., Sakdan, M. F., & Amlus, M. H. (2019). The influences of job performance, work-life balance and organizational justice on employees' career satisfaction. *Humanities and Social Sciences Reviews*, 7(5), 442–447. <https://doi.org/10.18510/hssr.2019.7549>