

Job Satisfaction and Employee Engagement – Contemporary Tools to Eliminate Stress among Work Force in an Organization



T. Anupama, P. Sujatha, T. Narayana Reddy

Abstract: *Stress is a not a new word to the organizations. It is been a boiling subject from years ago as it is spread across the globe. To evade this, organizations tries to improve their employee's satisfaction levels at job, so that a positive attitude can be inculcated among workforce. The other tool to abstain from mocking execution and deriding performance of an organization is employee's engagement. It is a key which prompts hierarchical achievement and furthermore a fundamental factor to be considered while assessing stress. Stress cannot be eliminated from any organization but can be handled with utmost care to get good results. If stress is not managed well, it generates a negative behavior in workforce which destroys the end results or an organization fails to achieve its goals. If it continues for a long period of time, the result could be closure of an organization because over stress will reduce the employee performance. This research paper is expected to comprehend the reasons which lead to employee stress inside an organization, to discuss the variables which robustly correlate with stress level of employees and also to suggest the mechanism to overcome stress.*

Keywords: *stress, employee engagement, job satisfaction, employees, mechanism*

I. INTRODUCTION

In this day and age, organizations are confronting increasingly more unpredictable challenges which influence them to draw better objectives to achieve. This prompts an additional workload on employees. As the weight of work is additionally high, the pressure of work is also high. Stress has become a general phenomenon among workforce in their daily walks of life.

The nearness of stress will exasperate the workers routine life and may lead to a decline in their performance. In these circumstances, stress turns out to be progressively touchy. As we talk about stress, we discover a mountain of reasons of employee's dissatisfaction towards work. It is straightforwardly identified with time-push of the activity given, remaining task at hand and workplace.

Manuscript published on 30 September 2019

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Indeed, even pressure or stress can be found because of unpleasant and poor connection among workers and job strife too. It is but natural that if workload is high, automatically employees feel stressed and they fail to manage it. Moreover employees cannot stay quiet; they behave unevenly by losing control over emotions.

They stressed over their exhibition decay because of the hazardous feeling. Therefore, this anxiety must be taken care of with most extreme consideration so that it cannot harm their performance. This is increasingly useful and advantageous to each organization.

II. REVIEW OF LITERATURE

A. Job Satisfaction: It can be defined by comparing employee's expectation towards their job and the result of the job. It is connected with the employee's optimistic mind-set toward job and has been evaluated based on their point of view. It is a simple principle, even a lay man can understand that if employees are satisfied with their job, they connect to the organization or we can say that they feel that it is their own organization; automatically they work with more commitment, which results in organizational success.

Sudheer Krishna and Reddy Raghunath (2017) conducted a survey on satisfaction level of workforce and their commitment towards job in corporate sector in selected companies throughout India. The objective of the study is to identify the relationship between satisfaction levels of employees and commitment towards job. It reveals a general fact that employees at managerial level has less satisfied with their jobs and engineers have less commitment towards their job.

B. Employee Engagement: It is the psychological attachment that an employee has with the organization. It plays a giant role in ascertaining the bond that the employee shares with the organization. It is also helpful in determining the value of an employee to an organization. Employees with higher engagement are more constructive and proactive with their work.

Asad, Ashraf and Rashid (2016) focused on employee engagement and define it as the capability of the workforce to perform their job with utmost honest, responsibility, accountability and of course with an ambition.

III. OBJECTIVES OF THE STUDY

The following are the specific objectives the study:

1. To establish a relationship of satisfaction level of employees and their engagement towards job.
2. To identify the most effective factor of job satisfaction that has high impact on stress.



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3. To study about the motivation and engagement level of employees in an organization.

IV. METHODOLOGY

The sample size is 86 employees across various organizations. The results are at a level of 5% significant accuracy. Primary sources of data collection techniques are used to get the information i.e. direct survey from employees. The independent variables of the study are job satisfaction and employee engagement. Both are explanatory variables. The total answers of every single of the sample is put in the form of four categories with length equal to the number of phrases that concerning the variable. Each category is given the numerical values (1, 2, 3 and 4) respectively. The dependent variable of the study is employee's job stress level. The total answers of every single of the sample will be put in the form of four categories with length equal to the number of phrases that concerning the variable. Each category is given the numerical values (1-4) respectively.

V. DATA ANALYSIS

This segment acknowledged the methodological strategy. The study targeted the (86) respondents across various banking organizations. (Male=46 and female =40). The intent is to identify the impact of job satisfaction and engagement of work their performance. The responses received from 86 survey sheets through mails are analyzed through the SPSS (Statistical Package for Social Sciences). The **Chi-Square Test** of independency of attributes is used to analyze the data i.e. relationship of stress with job satisfaction and relationship of job stress with employee engagement. The results are at 5% level of significance i.e. $\alpha = 0.05$.

A. Job Satisfaction:

Null Hypothesis (H0): There is no significant impact of job satisfaction on stress level of employees.

Alternative to Null Hypothesis (H1): There is a significant impact of job satisfaction on stress level of employees.

Table-1: Level of Job Stress and Level of job satisfaction

	Count	Job Satisfaction				Total	
		5-10	10-15	15-20	20-25		
Job Stress Level	4-8	Actual	7	0	1	0	8
		Expected	.8	2.9	2.9	1.4	8.0
	8-12	Actual	2	29	8	0	39
		Expected	4.1	14.1	14.1	6.8	39.0
	12-16	Actual	0	2	18	9	29
		Expected	3.0	10	11	5	29.0
16-20	Actual	1	1	3	5	10	
	Expected	0	1.5	1.5	7	10.0	
Total	Actual	9	31	31	15	86	
	Expected	9.0	31.0	31.0	15.0	86.0	

Table-2: Test Result

Calculated Value	Table Value	Degrees of Freedom (DOF)	Level of Significance (LOS)
136.7	119.34	9	.05

Interpretation: As the computed value is greater than the chi square distribution value, accept the alternative hypothesis. It means that, if more is the stress, less is the satisfaction level and vice versa.

B. Employee Engagement

Null Hypothesis (H0): There is no significant impact of employee engagement on stress level of employees.

Alternative to Null Hypothesis (H1): There is a significant impact of employee engagement on stress level of employees.

Table-3: Level of Job Stress and Organizational Commitment

	Count	Employee Engagement				Total	
		5-10	10-15	15-20	20-25		
Job Stress Level	4-8	Actual	6	1	1	1	9
		Expected	1.8	2.9	2.9	1.4	9.0
	8-12	Actual	2	28	8	1	39
		Expected	4.1	14.1	14.1	6.8	39.0
	12-16	Actual	1	3	18	7	29
		Expected	3.0	10	11	5	29.0
16-20	Actual	1	2	3	4	10	
	Expected	2	1.5	1.5	5	10.0	
Total	Actual	9	30	31	16	86	
	Expected	9.0	31.0	31.0	15.0	86.0	

Table-4: Test Result

Calculated Value	Table Value	Degrees of Freedom (DOF)	Level of Significance (LOS)
87.8	82.54	9	.05

Interpretation: As the computed value is greater than the chi square distribution value, accept the alternative hypothesis. It means that, if the level of stress is less, then there is a higher employee engagement and vice versa.

VI. CONCLUSIONS AND SUGGESTIONS

The subsequent conclusions were drawn in light of this study and suggestions are also made accordingly.

1. Job satisfaction absolutely diminishes the employee's stress level. However, this connection does not merit referencing, because it is hard fact that stress cannot be reduced to zero level. Organization's culture and policies has to change from time to time to give free hand and flexibility to employees. Even if employees are burdened by a heavy workload and it is compensated in a good terms, they will be happy.
2. Employee engagement extensively helps to decrease job stress level. Exceedingly dedicated workers are increasingly safe and they are more resistant in managing stress in a better way. They additionally unwavering to the organization and give their paramount attempt in achieving the goals. This frame of mind set must be imprinted on each employee inside the organization.

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