

STRESS, JOB SATISFACTION AND JOB PERFORMANCE OF PRIVATE COLLEGE TEACHERS: AN EMPIRICAL RELATIONSHIP

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Abstract: Stress is common part of human's life which affects their job satisfaction and job performance. Stress can arise within the work environment or outside the work environment. Teachers are those people who put their effort to shape the life of the student's through knowledge, love, care, and patience. Teachers are the main pillars who construct the future of every student and helps the student to achieve success. In the current scenario being a successful teacher is a big task, Due to increase in administrative work growth in information and technology demand from the stakeholders as well as the employer in process of teaching and learning has increased, Hence, managing the personal life and work life balancing as a teacher has become a stressful one, where stress intern affects the Job satisfaction which may have effect on the Job performance. The performance of the teachers depends on the level of satisfaction they get from the job, Thus, this study aims to know the prevailing Stress level among private college teachers, to know how personal factors impact on stress level and to analyze the relationship between stress, job satisfaction and job performance. Totally 252 private college teachers participated in the questionnaire survey. Descriptive analysis and Spearman's correlation analysis was used to know the relationship between stress, job satisfaction and job performance. The study revealed that (20.2%) of private college teachers are highly stressed whereas most of them were having moderate stress (57.5%) and (22.2%) of teachers were having low stress. The results from the study also shows that there is a positive correlation between stress, job satisfaction and job performance of private college teachers.

Keywords: Stress, Job Satisfaction, Job Performance, Private College teachers

1. INTRODUCTION

The teaching profession is considered as ideal and best profession all over the world as they put in selfless efforts to shape the life of the students, Teachers play a crucial role in guiding and educating the number of students in their entire life and does great job in making the good society. There are several factors which plays a significant role in the success of the educational institution like resources, money, teachers and various other factors but teachers are the important factor who bring success to the institution so the management of the educational institution should effectively utilize the teachers. As teachers are the important factor that determine the success of the educational institution it is necessary for the institution to track the performance and Job satisfaction level of the teachers. Teacher's satisfaction from the job may improve the performance which intern leads to success of the institution. Stress is one of the most common issue which has relationship with the job satisfaction and performance which influences the satisfaction level and performance of the teachers.

Stress is the unevenness between the mental and the emotional level of an individuals. One can experience the Stress from various factors. Usually most of the people are more worried about their outcome from the job but they ignore the main hidden factors like stress which affects the efficiency and overall quality of the work and their life.

Stress, Job satisfaction and performance are inter-related to each other where the stress has an association with the satisfaction level of the job. If in case the person is not satisfied with his job and could not able to give his best, it may affects the efficiency. The organization which could not able to take proper care of the employees cannot sustain for the long run and also it becomes difficult for any organization to meet its competition. Hence the good organization provides a better work environment to its employees which in turn increases the Job satisfaction and reduces the stress with the view to achieve maximum efficiency and the outcome.

Stress: Stress is an imbalance between the mental and the emotional level of an individual. Stress may occur due to internal factors or external factors according to the situation (Sharma, Jauhari, & Singh, 2015).According to WHO Work-related stress is the response by the people due to work demands and the pressures which are equivalent to their coping abilities and knowledge. Work stress usually occurs in a wide range of the circumstances but it turns out to be worse when an employee feels that they have lack of support from their superiors. The amount of the stress will also vary on the position of the job, the stress will reduce the thinking of the employees to perform effectively. Even though stress is much important to increase the productivity or outcomes it will work only up to some extent (Dar, Akmal, Naseem, & Khan , 2011). Stress within the workplace usually affects the socio- economic development and the cultural development of the growing economy that could ruin the organizational life. Thus it affects the growth of the country (Olusegun, Oluwasayo, & Olawoyim , 2014). Stress is linked to the demand as well as Resources, the demands may be the situations and the expectations in the organization but resources are nothing but the necessities or objects that are needed to

meet the demands. Thus the stress will be automatically reduced when resources are adequate to meet its demand. Stress cannot be eliminated fully but it can be reduced through the methods such as job redesigning (Ali, Raheem, Nawaz, & Imamuddin, 2014).

Job satisfaction: Job satisfaction is the measure of worker or labors Contentedness from their job. It's the feeling of happiness and accomplishment that employee experiences in his job and realizes that it is worth working in the company. It is the extent to which the employee feels self-motivated and satisfied with his or her job. An employee may get satisfaction due to various reasons that may be due to comfort in the job and work life balancing. Job satisfaction is actually influenced by the various series of the factors such as Salary, work, opportunities, Work groups and work conditions In the study he says the financial compensation has the larger impact on the job satisfaction of the employees (Aziri, 2011). There are many number of factors that influences the job satisfaction and the employee loyalty among the academicians, when a person be with the company for longer period the employee will add more value to the company which means says that there is a significant impact of job satisfaction on the Employee loyalty (Rajput, Singhal, & Tiwari, 2016).

Job performance: Job performance is all the assessment whether a person performs his job well or not. It is all about how effectively or poorly an employee's perform their jobs. Job performance is related to how individuals perform their job duties. Performance of work is very closely related to various aspects such as skills, effectiveness and quality and also performance may be influenced by management, development and the financing of the organization (Platis, Reklitisb, & Zimerasc, 2014). The physical demand of job influences the employee's performance up to certain stage which will directly impact the time pressure. Thus the stressors like pressure is one of the major factors which influences the efficiency of the employees (Awadh, Gichinga, & Ahmed, 2015). Although stress is the necessary factor for appreciating the job performance, the workload and the time constraints reduces the performance (Bashir & Ramay, 2010).

2. REVIEW OF LITERATURE

Life Stress is all associated with the poor mental and physical health, thus the lifetime stress will affect the mental and physical health, the higher level of the forgiveness would cause adverse effect on the stress which intern affects the health conditions (Toussaint, Shields, Dorn, & Slavich, 2014). Stress has been linked to the health conditions which leads increase in blood pressure level and also causes depreciation in the sleep (Kaplan, Madden, Mijanovich, & Purcaro, 2012). Stress usually begins with work environment hence it increases when workers feels that they have lack of the support from the higher authorities and their co-workers. Hence one must find it to control the work in the organization. Usually work related stress is caused due to improper work design, unacceptable working conditions and less support from the co-Workers and higher authorities (Divakar J. b., 2015). Stress will have lot of consequences and also it affects the job, Stress also causes physical and behavioral problems which means to say that the person with the stress is not able to pay good amount of attention towards the job, the study also reveals that the organization can eliminate the negative stress of the managers by training the managers for the management of stress factors (Jahanian, Tabatabaei, & Behdad, 2012). The major source of the stress for higher education staff was job insecurity and it is also reported that stress for the staff is also caused by work relationships, resources and communication. (Tytherleigh, Webb, Cooper, & Ricketts, 2005). Work life balancing and overload are major and the important stress factors that affects academicians's physical health and creates high risk but the stress caused from the resources, communication and work relationships is having higher amount of the risk in terms of the individual commitment to the institution (Barkhuizen & Rothmann, 2016). Important factors that causes stress are workload, uncertainty, lack of feedback and the time factors. (Adriaenssens, Prins, & Vloeberghs, 2006). The key determinants of the stress are the management role and the management role, relationship with others and the workload pressure. (Ahsan, Abdullah, Fie, & Alam, 2009). Stress will appreciate the level of the anxiety, fear, and also increase then nervousness and it automatically reduces the level of satisfaction of the job which leads to psychological and behavioral consequences (Goswami, 2015). Time demand is leading contributor to stress of university staff members. Research related tasks causes increase in the stress among the academicians in the university however it is not able to confirm the notion that the research itself will increase the stress among the university academicians but it may be the combination of both research related and other works (Taris, Schreurs, Van, & Silfhout, 2010). The occupational stress is influenced by organization and the work demands, Occupational stress is mainly caused because of the job tasks, social work environment and the physical work environment where the organizational related stress may also affect the mental and physical health conditions (Kenny, 2006). Back in the days the universities staff were having very less stress but the present researches proved that the universities never again give the low pressure working conditions as how they once did (Tytherleigh, Webb, Cooper, & Ricketts, 2005) It is very clear and evident that Females will be having more stress than the male counterparts in areas such as professional identity and time constraints (Gmelch, Wilke, & Lovrich, 1986).

The occupational stress will be affecting the job satisfaction level of the labor and it is not only about the motivation but it also includes the job design which influences performance and the job satisfaction (Vadivu, 2017). The job satisfaction of the faculty members of the higher educational institutions is a very critical aspect which influences the performance and affects the quality of the education (Dave & Raval, 2015). The organization should go beyond the traditional approach of counselling the employees, In order to minimize the impact of the stress on employee's lives, Stress is usually caused by the factors such as workload, poor communications, and conflicts and due to future uncertainties which adversely affect the organization which leads to reduction the efficiency (ongori & Angolla, 2008). The personality traits influences occupational outcomes of the teachers which also has the link with the job satisfaction (Perera, Granziera, & McIlveen, 2018). HR-related occupation qualities cause work disappointments and insight on the participation, assessment as well as reward may affect the job satisfaction of the academicians (Adriaenssens, Prins, & Vloeberghs, 2006). Relationship of job stress and Job satisfaction among the university's faculty and says that Job satisfaction is all dependent on their Income, Shares and work life (Manzoor, Usman, Naseem, & Shafiq, 2011).

Performance is all about employee's engagement at the work place. Individual work performance refers to how effectively a person plays at his work.(Fogaça , et al., 2018).Both Performance and the achievements are negatively proportional to stress which says that if one variable becomes larger the other variable becomes smaller. Any organization looking for the better performance should look to take care regarding the selection where the skills and the experience of the employee should be matched with the job requirement and also promotional opportunities must be used in order to construct trust and co-operation with employees (Almanae , 2015).Working humans should mainly look organizational and family related factors and also the personality if they are looking to improve their job performance to get total satisfaction in their life. The work and the family related factors and personality is having a positive relationship with job performance (Boon , Fern, Sze , & Stanley, 2012). Emotional intelligence plays a significant role in influencing the job performance of the teachers, therefore in order to sustain in the competition and upgrade the performance emotional intelligence should be managed and developed through systematic approach (Mohamad & Jais , 2015). Many organizations will use reward system as a tool in order to motivate and upgrade the performance of the employees within the organization thus it is very significant for the organizations to continuously improve or change their current reward system to meet competition and also to survive in present era. (Gungor, 2011) .

3. RESEARCH GAP

In the past research, many research have been conducted on, how organizational stress affects the job performance but there is less contribution to the field of research on how stress affects the job satisfaction level of the private college teaching faculties. Many of the past research has been concentrated on the internal factors (Stress caused within the organization) which causes the stress but there was lack in consideration of the external factors (Stress caused outside the organization).

4. OBJECTIVES

- 1) To know the prevailing Stress level among private college teachers.
- 2) To know the association between personal factors and stress level.
- 3) To analyze the relationship of stress with Job satisfaction and Job performance of the private college teacher's.

5. RESEARCH METHODOLOGY

5.1 Data Source: Secondary as well as Primary data is used in the study. Primary data is used in the study to understand job satisfaction level and performance of the private college teachers in Bengaluru. Responses was gathered from different professors, Assistant professors and Associate professor and lecturers of private colleges in Bengaluru.

5.2 Sample Size: A total of 252 respondents has been selected as a sample size of the study from private colleges in Bengaluru. The survey method was used for the research with the close ended questions with five point Likert scale. The first part of the questionnaire is related to demographical information, Second part of the questionnaire is to identify factors causing the stress and the final part is to analyze the association of stress with Job performance and Job satisfaction.

5.3 Sampling technique: Simple Random Sampling has been used and Quantitative method of research has been used in the study.

5.4 Statistical tool: SPSS tool has been used to analyze the data. Mean, standard deviations, Crosstabs and chi-Square analysis has been used to know the prevailing Stress level among private college teachers to know how personal factors impact on stress level and A Spearman's rank-order correlation was used to assess the relationship between stress, Job satisfaction and Job performance.

6. SCOPE OF THE STUDY

This is conducted on the various Private colleges in Bengaluru to know the prevailing Stress level among private college teachers, to understand how stress has an association with the level of the job satisfaction and to know the relationship of stress with the Job performance of the private college teaching faculties.

7. HYPOTHESIS:

H1: There is no significance difference between gender and the stress level

H2: There is no significance difference between age and stress level

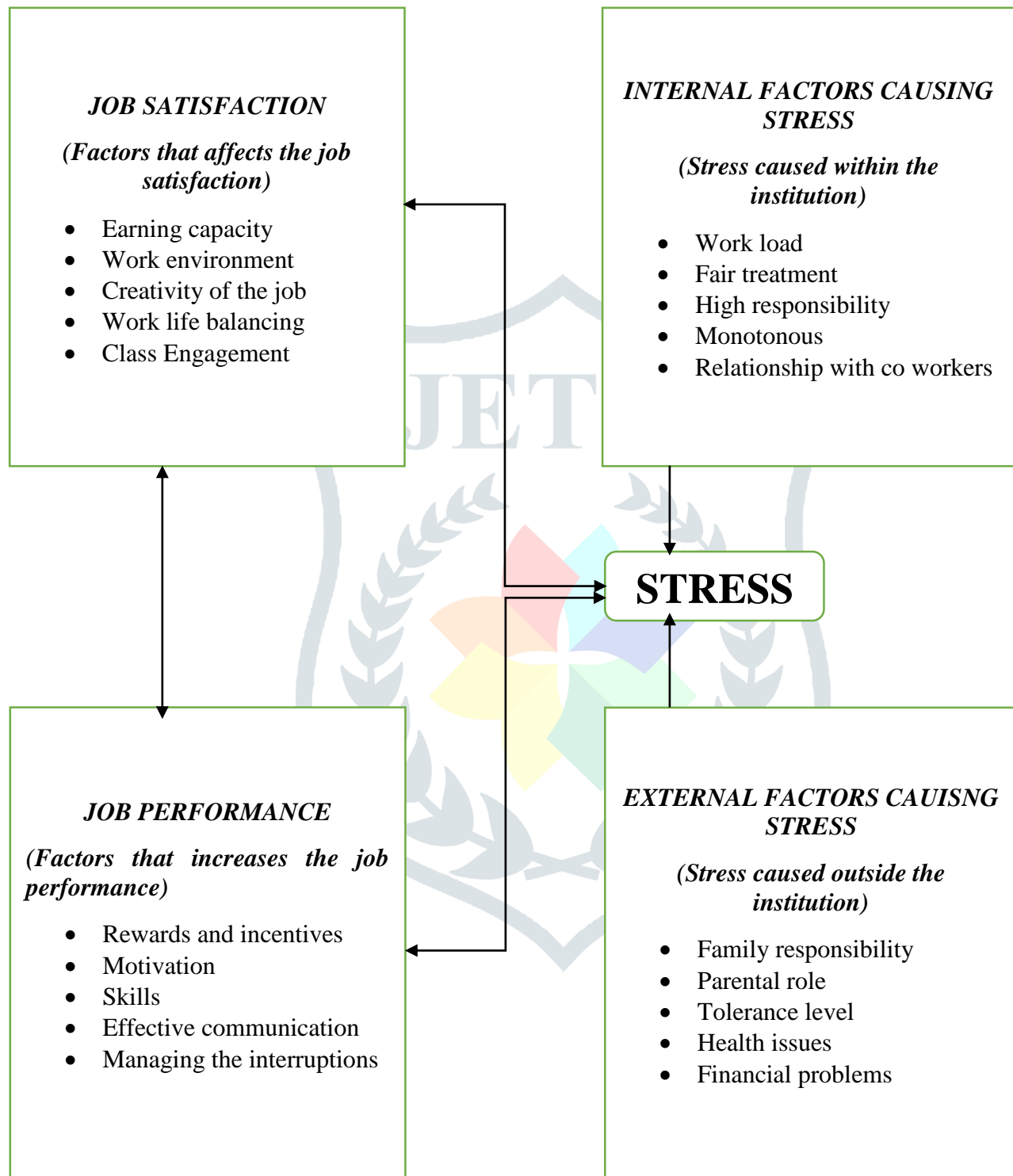
H3: There is no significance difference between marital status and the stress level

H4: There is no significance difference between work experience and stress level

H5: There is no significance difference between family type and stress level

H6: There is no significance difference between Designation and stress level

8. CONCEPTUAL FRAMEWORK



ANALYSIS

		Level of Prevailing Stress									
Personal factors category	Classification	Low	%	Medium	%	High	%	Total	%	Chi-square	P-value
Gender	Male	35	23.3%	95	63.3%	20	13.3%	150	100%	11.098	.004
	Female	21	20.6%	50	49.0%	31	30.4%	102	100%		
Age	20-29	27	29.3%	54	58.7%	11	12.0%	92	100%	13.964	.030
	30-39	14	16.1%	52	59.8%	21	24.1%	87	100%		
	40-49	10	19.2%	25	48.1%	17	32.7%	52	100%		
	50 and above	5	23.8%	14	66.7%	2	9.5%	21	100%		
Marital Status	Married	37	23.1%	91	56.9%	32	20.0%	160	100%	0.207	.902
	Unmarried	19	20.7%	54	58.7%	19	20.7%	92	100%		
Work Experience	Less than 5 years	20	25.0%	49	61.3%	11	13.8%	80	100%	6.126	.409
	5-10 years	17	21.0%	42	51.9%	22	27.2%	81	100%		
	11-15 years	4	15.4%	15	57.7%	7	26.9%	26	100%		
	16 years and above	15	23.1%	39	60.0%	11	16.9%	65	100%		
Family	Nuclear	43	23.6%	111	61.0%	28	15.4%	182	100%	9.562	.008
	Joint Family	13	18.6%	34	48.6%	23	32.9%	70	100%		
Designation	Professor	9	25.7%	22	62.9%	4	11.4%	35	100%	5.006	.543
	Associate professor	8	20.5%	19	48.7%	12	30.8%	39	100%		
	Assistant professor	25	21.2%	68	57.6%	25	21.2%	118	100%		
	Others	14	23.3%	36	60.0%	10	16.7%	60	100%		

H1: The chi-square result shows the chi-square value as 11.098 and since p-value is 0.004 which is less than 0.05 we are not accepting the hypothesis as there is a significant difference between gender and the stress level. **H2:** The chi-square result shows the chi-square value as 13.964 and since p-value is 0.03 which is less than 0.05 we are not accepting the hypothesis and there is significant difference between age and stress level. **H3:** The chi-square result shows the chi-square value as 0.207 and since p-value is .902 which is greater than 0.05 we are accepting the hypothesis that there is no significance difference between marital status and the stress level. **H4:** The chi-square result shows the chi-square value as 6.126 and since p-value is .409 which is greater than 0.05 we are accepting the hypothesis that there is no significance difference between work experience and stress level. **H5:** The chi-square result shows the chi-square value as 9.562 and since p-value is 0.008 which is less than 0.05 we are not accepting the hypothesis and there is significant difference between family type and stress level. **H6:** The chi-square result shows the chi-square value as 5.006 and since p-value is 0.543 which is greater than 0.05 we are accepting the hypothesis that there is no significance difference between designation and stress level.

It was found that females have high stress where 30.04% of females are highly stressed and males are having 13.4% of high stress but even though males are not having high stress they have higher amount of medium and low level stress compared to females.

The person who fall under age group of 40-49 are having high stress, the respondents who are 50 and above are having medium stress and the respondents who fall in between 20-29 are having low stress.

The respondents who have been married are having less high stress and medium stress compared to unmarried respondents however they are having low level stress.

The respondents who have work experience for 5-10years have high stress it may be caused due to promotional factors and high administrative role after getting the promotion and respondents who have work experience of less than 5 years are having medium and low level stress

The respondents who are in joint family has high stress it may happen since they have more responsibility towards managing the family and nuclear family type respondents has low and medium level stress.

The respondents who fall under designation of associate professors has high stress and professors are having low and medium level stress as they are also into administrative responsibility.

Stress	Low	%	Medium	%	High	%	Total	%
Internal factors	30	11.9%	168	66.7%	54	21.4%	252	100%
External factors	50	19.8%	154	61.1%	48	19.0%	252	100%

It is has been found that 21.4% of the respondents are highly stressed due to internal factors of stress and 19% of the respondents says that they are highly stressed due to external factors.

The results also shows that internal factors also leads to medium level stress and external factors also cause medium level stress but impact is less than the internal factors

Low level stress is mostly caused by external factors and internal factors will also throws light on low level stress but only up to 11.9%

Correlations				
Spearman's rho	Stress caused within the Organization (Internal factors causing stress)	Stress caused outside the Organization (External factors causing stress)	Job satisfaction	Job performance
Stress caused within the Organization (Internal factors causing stress)	1.000	.331**	.235**	.062
Stress caused outside the Organization (External factors causing stress)	.331**	1.000	.317**	.286**
Job satisfaction	.235**	.317**	1.000	.647**
Job performance	.062	.286**	.647**	1.000

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

There is a positive co relation with all the variables, Stress caused within the institution and job satisfaction has weak co relation and stress caused within the institution and job performance is also weakly co-related it means that the association with internal factors causing stress and job performance is weak.

Stress caused outside the institution has moderate association with Job satisfaction and it has weak co-relation with job performance it means that external factors causing stress has weak co-relation with job performance.

Job satisfaction and job performance are strongly co-related. It means that the job satisfaction and the job performance has strong association with each other hence we can say that if the person is satisfied with the job his performance will automatically increase.

CONCLUSION

The finding of the study briefs that the female academicians are highly stressed than male academicians. It is very important for all the institutions to improve and provide friendly work environment to their employees in order to increase the efficiency of lecturers and professors. The results from the study also says that Stress which are caused within the institutions is having positive association with the job satisfaction and the job performance. Teachers are the people who build and shapes the life of a student who in turn build the nation by improving the knowledge of young talents. If the teacher doesn't get satisfied with his job he or she may perform poorly which may adversely affect the future of the nation. Hence it is essential for the educational institution to have a look at satisfaction level of the teachers. At the end it's both employer and the employee's role to handle the stress. Since its intuitions environment which may also causes stress to the teachers.

In current days most of the young talents usually prefers to join corporate companies than teaching profession. Thus to attract efficient people near teaching profession and in order to hold the dedicated teachers in the same job their job satisfaction level has to be improved and should be taken care by institutions by providing decent work environment ,salary and support for the professional progress of the teachers. Thereby efficient teachers may be retained and also increases the job performance of the teacher which results in constructing knowledgeable leaders for the future.

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