

**Relationship between Job Stress and Job Satisfaction among Rescuers of Rescue 1122
Khyber Pakhtunkhwa**

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ABSTARCT

The current study was conducted to find out the relationship of job stress and job satisfaction among operational emergency rescue service workers at district Peshawar, Khyber Pakhtunkhwa. 105 Emergency Medical Technicians and Fire Rescuers were selected as sample. They were selected through specified inclusion criteria by using purposive sampling technique from a pool of 200 rescuers. Subjective Job Stress Scale (Urdu) and Job Satisfaction Survey (Urdu) were used. Results showed that subjective job stress has a significant negative impact upon job satisfaction ($B = -.13, p = 0.00$). It reported a significant negative correlation between job stress and job satisfaction among operational rescuers of Emergency Rescue Service Rescue 1122 district Peshawar Khyber Pakhtunkhwa.

Key Words: Job Stress; Job Satisfaction; Emergency Rescue Service; Operational Rescuers

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INTRODUCTION

Working in stressful situations affects workers' daily life. Most of the working people have very limited information about the stress which negatively affects their work and health. These stressors are also responsible for decrease in productivity and increase in absenteeism among workers of the organizations. Job stress has psychological, emotional, physiological and social effects on workers. Not only workers are affected by stressor, leaders and managers

are also affected by work place stress. Occupationally stressful managers and leaders can drive their organizations in a right direction towards attainment of goals (Vasan, 2018). Emergency Rescue services are internationally recognized for high job stress. Rescuers are prone to develop stress due to their risky job nature. They are tasked with dealing all types of risky and horrific emergencies in their duty shifts on daily basis which may be impossible to handle for an ordinary individual. They are responding to emergencies including medical, fire, water rescue, disaster, roads, traffic accidents, flood, and running away from the emergency spots while rescuers are running towards the emergency spots. In case of any major emergency, the rescuers save more and more lives. They are providing services 24/7. Rescuers are trained in multi-training schedules. Sometimes these multi-training approaches creates issues like job role ambiguity and work load pressure. Sometime

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in major emergencies, the rescuers are collecting only pieces of human bodies, working in such scenarios need special attention from colleagues and seniors. Lack of support leads to job stress which in turn deteriorates working environment and job satisfaction of the employees. This is the difference between rescue and other services (Amin et al., 2018) Repeated response to such types of activities affects both physiological and psychological health of the rescuers. Research studies on fire fighters reported high levels of stress, depression and divorce rate.

Numerous research studies reported the influential role of job stress on job satisfaction, work engagement, organizational commitment, and employee performance. Most of the organizations are striving hard to increase their productivity and overall turnover by working on the employee issues. They are in search of such good techniques that can improve organizational internal environment which may lead to high level of employee satisfaction. According to Beehr (1995), stress works like a force which pulls a person from normal to deviated physiological and psychological states of functioning. Home environment and work environment are both important for all working individuals. They must need clear and obvious balance between workplace and home. Family and work life imbalance sometimes leads to serious issues. High level of stress in work negatively affects home life. Nature of job, work overload, and role ambiguity are important contributors to job stress (Ahsan et al., 2009).

Job stress also affects individual's attitude and behavior due to which their communication with peers, customers and seniors also changed. Workers with high levels of job stress are not satisfied in their jobs. This low level of job satisfaction leads to impaired worker functioning which lead to decrease organizational performance

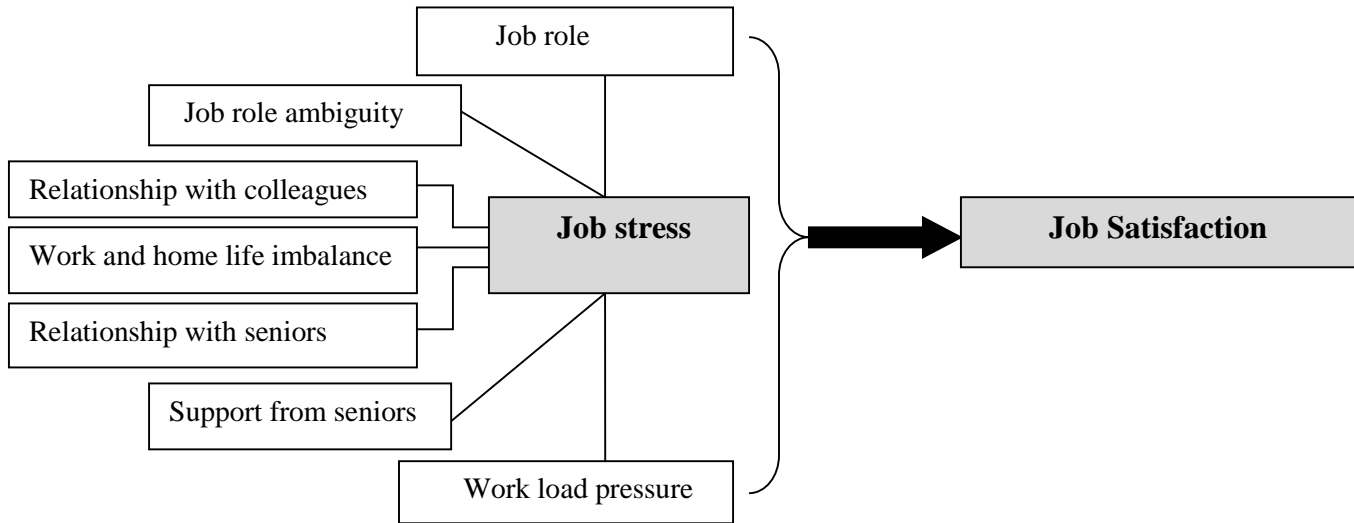
(Kumar, 2015). Globalization and rapid changes in the industrial and working sector have dramatically overloaded the workers. They must try to perform maximum output to show abilities, skills and competitiveness in the view of high ups. This competition and high struggle has negatively changed the whole mind set up of the workers. This pressure not only affects workplace life but it also affects home and interpersonal life of the employees. Majority of the studies in this regard reported that large numbers of workers are unhappy due to extended working schedules, coping with huge workload while achieving the target. Job stress is a multi-factor approach composed of ambiguous job description and role. Improper relationship with seniors, colleagues, and juniors are also leading causes of job stress (Townley, 2000). In the light of job stress importance, all the organizations are suggested to assess for job stress among workers and stress related issues at workplace on regular basis to increase efficacy and efficiency of the workers in the organizations (Rauf & Farooq, 2014).

Contrary to job stress, job satisfaction is a positive and pleasurable feeling and emotions towards someone's job. Job satisfaction is the employee perception regarding their job and level of benefits from their job. Job involvement and organizational commitment are the two important constructs of job satisfaction. Supportive work condition affects both constructs of job satisfaction to some extent. Large number of research studies reported that if there is a supportive working condition, there must be high levels of job satisfaction among the workers. Job satisfaction has strong positive relationship with self-esteem, employee performance, organizational commitment, and employee engagement. Level of job satisfaction varies from extreme level of satisfaction to extreme level of dissatisfaction. All the workers in the

organization have different attitudes towards different job aspects. It may include nature of job, behavior of the seniors, salary, leave, promotion, future benefits and coworkers support (Shahzad & Begum, 2011; Ghafari &

Sami, 2013). After reviewing earlier studies on these variables, the following stressor were identified among workers of emergency rescue service, the Rescue 1122, Khyber Pakhtunkhwa.

Conceptual Model of the Study



Statement of the Problem

On the basis of earlier studies, the above mentioned factors were identified in the workplace of Rescue 1122. The Operational rescuers are working 24/7 in three shifts providing services to the community in all types of emergencies. They are responding horrific and blooded emergency on daily basis, therefore, they are prone to develop job stress and other psychological issues like acute stress disorders and post-traumatic stress disorders. Keeping in mind the above factors, it was hypothesized that there was a significant negative relationship between rescuers’ job stress and job satisfaction.

Method

Sample

One hundred and five rescuers from a pool of two hundred operational rescuers of emergency rescue service Rescue 1122 Khyber Pakhtunkhwa were selected through purposive sampling. A specified inclusion criterion was made including age from 25 to

35 years, basic pay scale 11 and salary ranges 25,000 to 30,000 and male gender. Gender was only male due to unavailability of female sample in the inclusion criterion. There were both fire rescuers (FR) and emergency medical technicians (EMT).

Instruments

Subjective Job Stress Scale (SJSS)

Subjective job stress scale English version was developed by Motowidlo et al. (1986). The SJSS scale was translated into Urdu by Rauf and Farooq in 2014. The scale contains 4 items with five points Likert scale from strongly agree scored 5 to strongly disagree having 0 score. Items 1 and 3 are scored positively while the other two items 2 and 4 are scored in reversed order (Rauf & Farooq, 2014).

Job Satisfaction Survey (JSS)

The JSS scale English version was originally developed by Spector (1985). Shahzad and Begum (2011) adopted and translated JSS

into Urdu in Pakistan. The scale is consisting of 36 items with 9 subscales and each subscale has 4 items. Positive items should be scored from 1 for strongest disagreement to 6 for strongest agreement, while score for negatively worded items should be reversed like 1=6, 2=5, 3=4 so on. Possible score range on JSS is from 36 to 216. 36 to 108 represent dissatisfaction, 108 to 144 represent ambivalent while score 144 to 216 represent satisfactions (Salman & Begum, 2011).

Procedure

Data was collected personally by approaching rescuers in their respective stations. Written permission was taken from concerned Station House In charge (SHI), which was also informed about aims of the

study. Instructions to the rescuer were given in their mother language Urdu and Pashto. They were also informed to follow the instruction carefully, and asked to feel free to discuss any issue raised during the entire study. All the rescuers were free to leave participation in the study anytime. Information from concerned station officers were also taken about satisfaction and work engagement of the rescuers. After returning the questionnaires, the data was checked thoroughly. Incomplete questionnaires and were excluded. Data from fully completed questionnaires were entered into Statistical Package for Social Sciences, version 23 for analysis. The analyses included descriptive statistics, correlation and regression analysis.

Results

Table 1

Frequency Distribution of Demographics

Variables	Categories	<i>f</i>	%
Age	26-30	58	55.2
	31-35	47	44.8
Gender	Male	105	100
	Female	000	000
Position	EMT	64	61
	FR	41	39
Work Experience	1-5	45	42.85
	6 years and above	60	57.15
Education	Intermediate	22	20.9
	Professional Diploma	48	45.71
	Graduation	27	25.72
	Post-Graduation	07	07.62

Note. EMT= Emergency Medical Technician; FR= Fire Rescuer

The Table 1 describes the demographic variables of the study. Demographic variables included age, gender, education, category of the position of the sample and work experience. Total 105 rescuers were selected from the pool of 200 operational rescuers. Their age ranges from 26 -35 years. 64 Emergency Medical Technicians (61%) and 41 (39%) Fire Rescuers fulfilled the inclusion criteria. Work experience of the population varies from 1 year to 6 years and level of education is from intermediate to post graduation.

Table 2*Correlation Analysis between Job Stress and Job Satisfaction*

Variables	1	2
1. Subjective Job Stress Scale	-	
2. Job Satisfaction	-.13*	-

The Table 2 indicated correlation analysis of the study. Results showed significant negative correlation between job stress and job satisfaction.

* $P < 0.01$

Table 3*Regression Analysis with Job Satisfaction as the Outcome Variable*

Predictor	β	R^2	F	t	Sig.
Job Stress	-.13	.01	2.04	58.41	.000

The Table 3 indicated results of the regression analysis, it shows that job stress has a significant negative impact upon job satisfaction ($\beta = -.13$, $p = 0.00$), here $P < 0.05$. The value of beta shows that change in job stress will initiate change in job satisfaction. 0.01 value of adjusted R^2 shows that .01% change in job satisfaction is due to subjective job stress.

Discussion

Based on the conceptual model of the study, it is obvious that job stress is not a single term but it is composed of several factors, means job stress is produced and increased due to some factors which may include job role, role ambiguity, work load pressure, support from seniors, family support, family conflicts and relationship with colleagues and seniors. Regular appreciation and awards can motivate the employees. Appreciation must be given to reinstate and motivate the employees, which in turn produces high coping skills. Motivation in work is a key factor in reducing job stress among employees. It is clear and reported by the researchers that motivated employees felt relaxed in their workplace and found more engaged. These motivated and relaxed employees are found more satisfied in their work. When there is high satisfaction among the employees, they do more work without pretending for extra relaxation or leave (Bemana et al., 2013). Employees of Emergency Rescue Service are prone to develop the job stress related factors because

their nature of work is entirely different from most of other work organizations. They are providing their services to the needy community 24/7 despite severe weather conditions. They are available for fire emergency in extremely hot days of June while they are also ready to respond in severe cold nights of December (Amin et al., 2018). They are providing service without any discrimination of religion and race. Sometimes, they are unable to perform family commitments. These factors play a vital role to push them towards distress. Now, this is the responsibility of the high ups to create a positive and supportive environment for the rescuers, they also need regular exposure to skills oriented trainings to prepare themselves to easily cope the job related hazardous circumstances. Hoboubi et al., (2017) reported some of the factors elaborated in the current study and their results are also similar. They suggested to increase senior's support, improvement in working shifts and try to decrease job role ambiguity which in turn will decrease job stress and increase job satisfaction.

Employees with high job satisfaction are reported with high output and low absenteeism.

Limitations

The current study is limited to employees of emergency rescue service Rescue 1122 Khyber Pakhtunkhwa. It is also limited to operational male rescuers only.

Recommendations

In future, such types of studies may be conducted on emergency related organizations like armed forces, police and hospital emergency ward staff. Moreover, comparative studies can be conducted within the organization and with other organizations.

Conflict of Interest

The authors reported no conflict of interest.

Source of Funding

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