

**Psychological Stressors and Job Satisfaction  
among Employees Working in Ain Shams  
University**

*Thesis*

*Submitted for Partial Fulfillment of Master Degree in  
Nursing Science (Psychiatric & Mental Health Nursing)*

*By*

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**Faculty of Nursing  
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✍ **Mohamed Gomaa**

# ***Dedication***

*I dedicate this work to*

*My **Parents***

*& **Wife***

*& **Brothers and sisters***

*Who always support and encourage me to  
accomplish This study.*

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## List of Abbreviations

<i>Abb.</i>	<i>Meaning</i>
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**APA** : American Psychological Association

**EAP** : Employee Assistance Program

**P.T.S.D** : Post Traumatic Stress Disorder

**WHO** : World health organization

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**Abstract**

**Background:** As psychological stressors are social and physical environment circumstance that challenges the adaptive capabilities and resources of people, job life is one of the important parts of our daily lives which cause a great deal with stress. As jobs occupy an important part of workers' life, job satisfaction constitutes a key component of life satisfaction and individual well-being in general. **The aim of the study was to** assess psychological stressors and job satisfaction among employees in Ain Shams University. **Research design:** A descriptive and exploratory design were used; it was conducted on 750 employees from faculty of nursing and faculty of commerce –Ain Shams University. **Data were collected using :** Socio-demographic interviewing sheet, job stress scale, job satisfaction scale. **The results showed that,** near three quarter of the employees under study were female and at university level of education, more than two fifth of them had severe level of job stress and the main source of their work stress founded from low salary, work over load and lack of proper appreciation from supervisors. **Results concluded that :** more than two third of studied subject had dissatisfaction with their job, and there was a highly statistical significant relation founded between total job satisfaction and psychological stressors among employees under study. **Recommendations:** Establish a psychoeducational programme for employees to enhance their stress bearing capacity and improve their job performance.

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**Keywords:** Psychological Stressors- job satisfaction, employees.

## Introduction

Stress is a dynamic condition in which an individual is confronted with an opportunity, demand, or resource related to what the individual desired and for which the outcome is perceived to be both uncertain and important **(Liu, 2018)**.

Stress in organizations has been defined in terms of misfit between a person's skills and abilities and demands of job and as a misfit in terms of a person's needs not being fulfilled by job environment. Occupational stress is meant environmental factors or stressors such as work overload, role conflict, role ambiguity, and poor working conditions associated with a particular job. The type of work assigned to an employee is also one of the stress factor and those engaged in work related to them able to cope the stress better than those who are assigned unrelated work **(Vaidya, 2016)**.

Job stress is one of the most important workplace health risks for employees. Stressors are usually associated with interpersonal relationships at work, such as conflicts with the behavior of supervisors, colleagues, subordinates and conflicts with management policies **(Essiam, Mensah, Kudu, & Gyamfi, 2015)**.

Job satisfaction can be generally defined as an employee's attitude towards his job and it is “pleasurable or positive emotional state, resulting from the appraisal of one’s job experiences” In striving to achieve a more motivated and better performing workforce. job satisfaction as an important predictor of several critical negative and positive work outcomes. It has negative relationships with negative work outcomes such as turnover. On the contrary, it has positive relationships with positive work outcomes such as productivity **(Naqvi et al., 2013)**.

Job satisfaction is caused by what is called "motivators". These motivators include: achievement, recognition, work itself, responsibility, advancement, and growth. On the contrary, dissatisfaction is caused by problems with factors that called "hygiene factors". These factors include: company policy and administration, supervision, relationship with supervisor, work conditions, salary, relationships with peers, personal life, and relationships with subordinates, status, and security. The absence of motivators would not lead to dissatisfaction; it would only lead to no satisfaction. Job satisfaction cannot be improved by improving any of the hygiene factors, but by improving motivators **(Lockwood, 2010)**.

Nurses play an important role in reducing job stress of employees through conducting a management training program including resilience training, stress management courses, annual reviews and appraisals, and personal developments plans, and wellbeing programs in university to create awareness of their levels of strain and coping strategies. And enhance their conflict resolution skills that can help them to prevent conflict among themselves in the organizations (**Kneisl., 2013**).

### **Significant of the study:**

Stress is inescapable part of modern life; work place is becoming a volatile stress factory for most employees. Work-related stress has become a significant problem for the employees, causing physical, psychological, or even mental health problems. Occupational stress can also negatively affect employees' efficiency, productivity, and increase turnover rates, which in turn will imply costs for the organization. It can actually trigger a passion for work, tap a latent ability and even ignite inspirations (**Hoboubi et al., 2017**).

Never theless, occupational stress is a complex and multifaceted concept which needs to be investigated in relation to other factors influencing job conditions, such as job satisfaction (**Antonova, 2016**).

The World Health Organization, (2006) emphasizes in the Protecting Workers Health Series that persistence of stress without management could exert various negative effects on both workers and the companies they work for. Effects on workers may include physiological health (musculoskeletal, cardiovascular), psychological health (anxiety, depression), as well as the worker's cognition and behaviors. Despite stress does not represent a health impairment in itself, yet, stress is the first sign alarming for such harmful physical and emotional consequences (**Aubke, 2016**).

Job satisfaction also has important implication for economic outcomes, being a significant predictor of job mobility and sickness absences. Job stress and job satisfaction are important factors affecting workforce productivity (**Chen, 2009**). So, it is important to assess psychological stressors and job satisfaction among employees working in Ain Shams University for maintaining their mental health, and helping them to deal positively with their job stressors, and achieving their role.

## Aim of the Study

The aim of this study is to assess of psychological stressors and job satisfaction among employees working in Ain Shams University through:

1. Assess sources of stress among employees
2. Assess the level of job satisfaction among employees.