

Research Article

IDENTIFY AND INVESTIGATE THE INFLUENCING FACTORS ON JOB STRESS OF EMPLOYEES AT AHWAZ AIRPORT

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ABSTRACT

One common problem of modern era for human is disorders caused by anxiety and job stresses. Job stress is result of modern life for human. According to studies, effect of job stress on the health is higher than stressors. This research identifies and studies effective factors on the job stress of Ahvaz airport employees. In this descriptive survey, effect of environmental factors, organizational factors, individual factors on the job stress of Ahvaz airport employees and also effect of job stress on the productivity and mental health of employees was studied. Health safety environment (HSE) job stress questionnaire was used for gathering data. This tool has satisfactory reliability and validity. Statistical population of this research includes 180 employees of Ahvaz airport that were 123 employees were sampled by using Morgan table. Descriptive and inferential statistics were used for analysis of results. In this research, the question is that whether environmental factors, organizational factors, individual factors have significant effect on the job stress of employees in Ahvaz airport? Do job stresses have effect on the productivity and mental health of Ahvaz airport employees? Some hypothesis about the effect of environmental factors, organizational factors and individual factors on the job stress of employees in Ahvaz airport and effect of job stress on the productivity and mental health of employees of Ahvaz airport were studied. Results show that individual, organizational and environmental factors have significant effect on the job stress of Ahvaz airport employees.

Keywords: *Job Stress, Job Stress Factors, Mental Health, Productivity, Organizational Factors*

INTRODUCTION

Today, people spend more than their life in workplaces and as a result, they are influenced by various factors in their workplace.

In all workplaces, five major health risk factors are common including 1) physical, 2) chemical, 3) ergonomic, 4) biologic and 5) mental harmful factors. In fact, these factors endanger health of people in the workplaces and cause illness and disability. It is important that mental risks of workplace including job stress are common everywhere and they are not related to a certain job but other risks may lack in a certain workplace. For example, a welder is not encountered with biologic risks or a nurse is not encountered with severe physical risks. This paper aims to study the effective factors on the job stress of Ahvaz airport employees. As you know, job stress is an effective factor in the productivity of an organization.

Research Theoretical Framework

Hansen *et al.*, (2009) studied job stress and related components that findings of this research confirm that physiologic stress as an important determinant for job satisfaction in an organization. In study organization, management team was changed that challenging jobs were used for the academic personnel for maintaining and achieving organizational strategies and purposes. Most employees found that level of job stress in workplace is high. In communication view, high level of physiologic stress may lead to lower job satisfaction.

This study has presented three concepts: 1) theoretical participation, 2) stability of research methodology, 3) practical participation. Results of this study confirm that physiologic stresses are important determinants of job satisfaction in the study organization.

This result is consistent with study of Hansen that mental stress is not important determinant of job satisfaction in given organizations. Accurate observation of interview results show that mental stress do

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not increase job satisfaction. This may develop by some foreign factors. In first step, academic employees in the organization like scientific works.

Second, majority of scientific employees have good knowledge about the mental stress and taking preventive actions for controlling or preventing mental stress in workplace. Finally, majority of academic employees with suitable capacities recognized by Malaysian government could regulate their time, energies and required resources for achieving job purposes.

Above factors will help academic employees to resist against job stress in job and this cannot lead to reduction in job stress. Regarding stability of research method, questionnaire was used based on the data gathered from job stress literature, deep interviews and testing minimum validity standard and reliability. Therefore, this can lead to reliable production.

According to participants, findings of this study can be used as a guide by management for coping the job stress problems in organizations.

Hiltin (1998) in studying organizational stresses about statistical population employees found that stress first emerges in emotional form and then, in behavioral and physical form and there are problems in organizational system such as lack of facilities, motivation and organizational problems that have top rank in term of stress. Administrative problems create higher stress there was no significant difference in terms of stress. But employees with low experience reported higher stress relative to experienced individuals due to their lack of experience.

Hiltin (1998), in studying job stress of employees, found that their stress factors are: unsuitable atmosphere of organization, high work volume of employees, undesired communication in workplace, organizational problems, lack of professional helps, lower social rank of employees and lower material advantages.

About job stress in the organization, it is considered that when relations of employees with each other is weak, their will have feeling of concern and risk. Having these relations will lead to lack of trust, interest and support and as a result those people who listen to problems of others, blame their employees when they have job stress. Swanson (2003) argued that stress is an undeniable fact in the modern life and we cannot escape it.

Although, mental pressure and it causes are studied in the medical sciences, but it is a new subject in the organizational behavior. Mental pressure has great effects on the performance and activities of organization members.

Managers, employees and clients of organization suffer certain mental health under influence of mental pressure and commit actions and behaviors that reflect directly in productivity of organization. Those who suffer stress and lose the coping ability have physical, mental and behavioral dimensions. Stress erodes the forces of an organization and neutralizes activities and attempts.

Recent study of Gallop institute by Swanson about the mental pressures in one-third of managers show that %40 of managers suffer mental pressures and are awake at nights because they thought about the problems of organization and employees. %23 report that they are not comfortable due to mental pressure. These studies show that cost of non-employment caused by mental problems in US is 2 billion dollar in year that this figure is increasing. A group of organizational behavior practitioners have called stress as common disease of century. Our era is era of stress and mental pressure, an era in which human is exposed to stress and various problems have encompassed hi.

MATERIALS AND METHODS

Research Methodology

This research is applied in terms of purpose and descriptive-survey in terms of method. Descriptive research includes all methods that their purpose is describing conditions and phenomena. Descriptive research can be used for higher recognition of status quo by helping decision-making process (Sarmad *et al.*, 2009). This survey studies the effect of research variables. Because this research studies the effects of individual, organizational and environmental factors on the job stress of Ahvaz airport employees; therefore, independent variables include individual, organization and environmental factors and

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dependent variable is job stress. On the other hand, in studying fourth and fifth hypotheses, job stress is independent variable and productivity and mental health of employees is dependent variable.

RESULTS AND DISCUSSION

Research Findings

Normality test for job expectation variable (Kolmogorov- Smearnov)

H₀: data follow normal distribution.

H₁: data do not follow normal distribution.

Table 1: Normality Test for Job Expectations

Variable	Significance Level	Error	Skewedness
Hob expectations	0.20	0.05	-1.003

Regarding the test, significance level is higher than error value and job expectation is normal.

Histograms and Q-Q charts for job expectations

As seen, histogram charts of this variable is normal chart. In addition, Q-Q chart shows that expected values and observed values are aligned and this confirms the normality of job expectations.

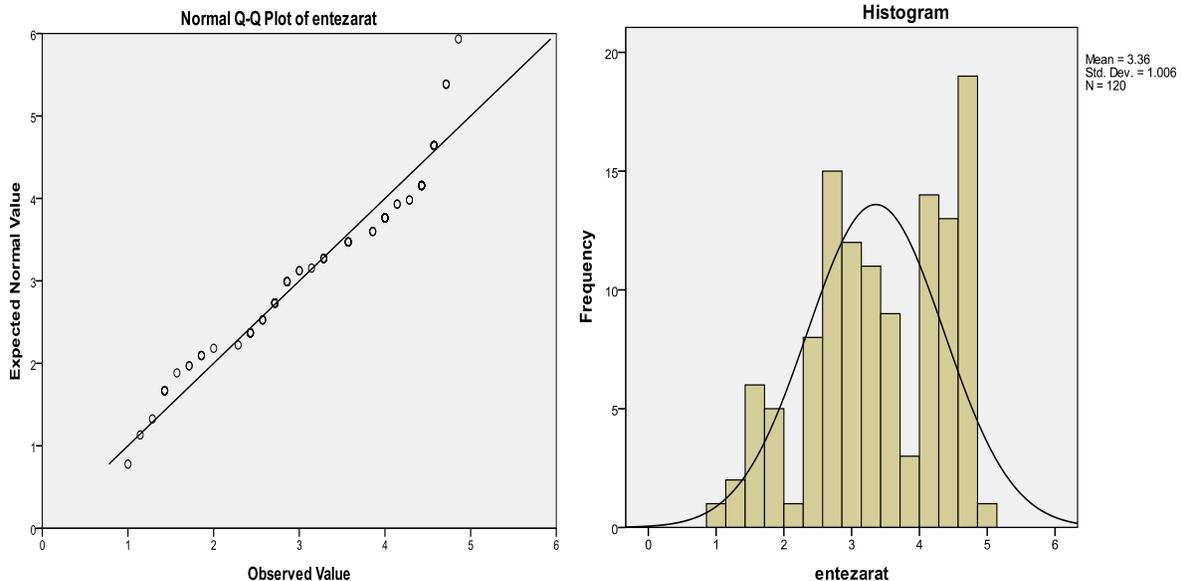


Figure 1: Normality Test for Job Expectations

Normality test for job responsibility (Kolmogorov- Smearnov)

H₀: data follow normal distribution.

H₁: data do not follow normal distribution.

Table 2: Normality Test for Job Responsibility

Variable	Significance Level	Error	Skewedness
Hob expectations	0.30	0.06	-1.046

Regarding the test, significance level of test is higher than error and job responsibility variable is normal.

Histograms and Q-Q chart for job responsibility

As seen, histogram of this variable is unimodal (bell-shape). Q-Q sows that expected values and observed values are aligned with each other and this confirms the normality of job responsibility.

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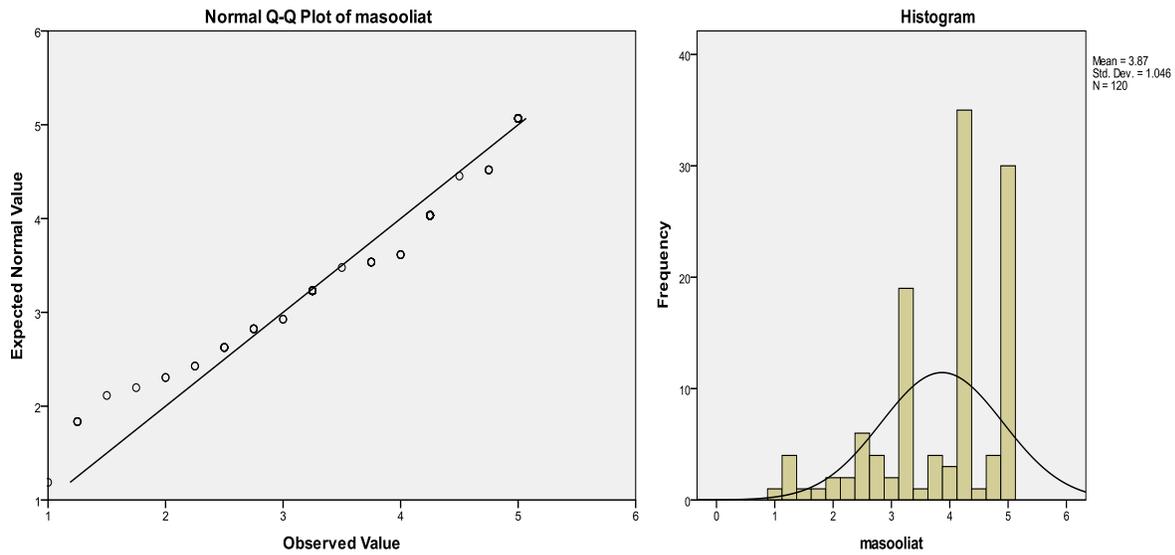


Figure 2: Normality Test for Job Responsibility

Normality test for job duties (Kolmogorov-Smearnov)

H_0 : data follow normal distribution.

H_1 : data do not follow normal distribution.

Table 3: Normality Test for Job Duty

Variable	Significance Level	Error	Skewedness
Hob expectations	0.40	0.03	-1.25

Regarding the test, significance level is higher than error and job duty variable is normal.

Histograms and Q-Q charts for job duty

As seen, histogram is unimodal (bell shape). In addition, Q-Q chart shows that expected values and observed values are aligned and this confirms normality of job duty variable.

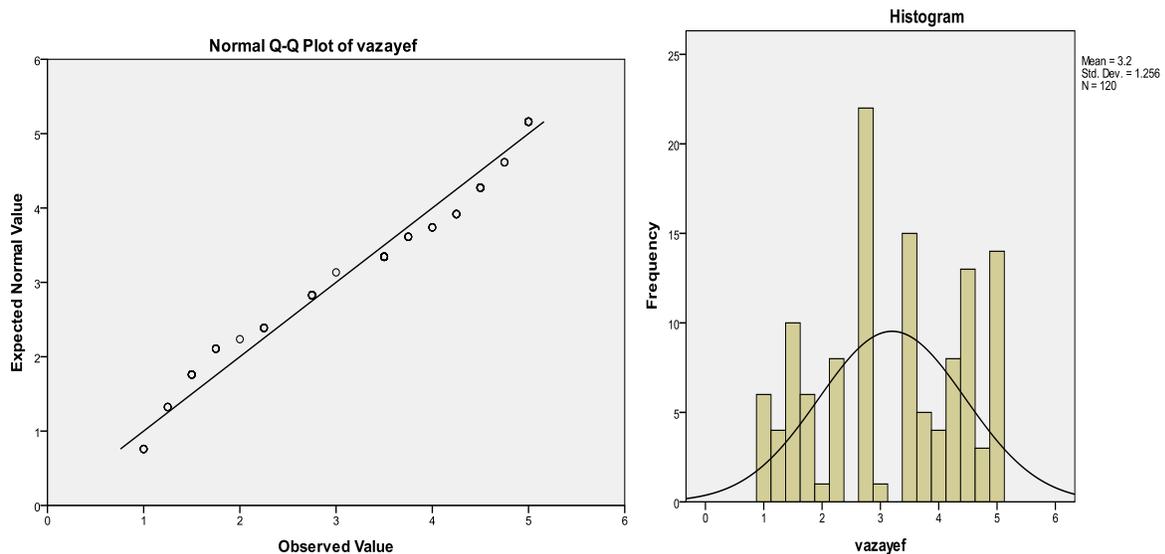


Figure 3: Normality Test for Job Duty

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Normality test for job stress variable (Kolmogorov-Smearnov)

H₀: data follow normal distribution.

H₁: data do not follow normal distribution.

Table 4: Normality Test for Job Stress

Variable	Significance Level	Error	Skewedness
Hob expectations	0.45	0.05	-1.24

Regarding the test, significance level is higher than error and job duty variable is normal.

Histograms and Q-Q charts for job stress

As seen, histogram is unimodal (bell shape). In addition, Q-Q chart shows that expected values and observed values are aligned and this confirms normality of job stress variable.

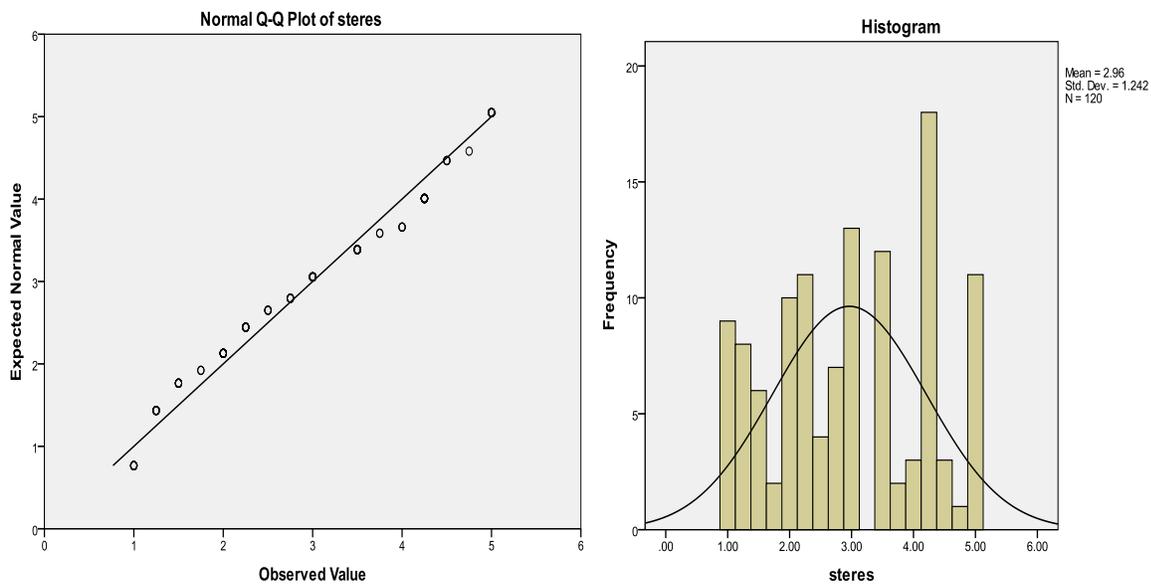


Figure 4: Normality Test for Job Stress

Conclusion

Stress means pressure and force and each stimuli that develops tension in human is stressor or stress factor. Tension developed in the body and the reaction of body is called stress. In other words, each factor that causes tension of soul and body is stressor.

It is worth mentioning that in terms of physiology, bad news is registered as alarm in the brain. Hypothalamus sends electrochemical risk to hypocamp in the skull and it secretes a hormone for stimulating adrenal glands. These glands secret corticoids in the blood and signals spread in the body. Therefore, spleen activates and extra red cells enter the circulation and develop stress.

During this step that may last from several hours to several days, body is ready and uses its reserves like a country in war. Body follows a certain pattern for resisting against stress and undergoes chemical neural pattern.

In workplaces, five risk factors threaten people including physical, chemical, ergonomic, biologic and mental harmful factors.

In fact, these factors threaten health of people in workplace and causes disease and disability in them. Mental risks of workplace and job stress exists everywhere but other risks may not occur in other workplaces for example, a welder is not faced with biologic risks or a nurse is not imposed to physical risks.

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