

Study of job stress among employees of Social Security Organization of Khuzestan province with respect to individual characteristics

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Abstract

One of the most important psychosocial factors in the workplace is occupational stress. Job stress can affect the health of the workforce and have unpleasant outcomes.

The purpose of this study was to investigate the occupational stress of employees of Social Security Administration of Khuzestan province with respect to their individual characteristics. The statistical population of this study is 50 people selected from 80 employees of this organization who were selected by simple random sampling and were evaluated using the Stores Shagli Davis, Robbins and Mc Lee (1991) questionnaires. The results of the research showed that the occupational stress among the employees of the organization is moderate, which indicates the appropriate work environment, the existence of friendly atmosphere among the organization's members and the presence of committed and honest employees in this organization

Key words: Stress. Stress factors. Stress factors

1-Introduction

According to US stress, there is no general definition of stress that is acceptable to everyone. Therefore, it is difficult to completely deviate from stress.

Most people are stressed and this causes stress as an undesirable reaction, while in the definition of stress, it should not be overlooked positively.

Because stress is a phenomenon that varies from person to person. There is no clear definition for scientists to agree on.

In praise, stress is a psychological phenomenon that we often experience in daily life, both in the family and in the workplace and in the community, and this leads to positive and even some negative outcomes.

Types of Stress: Stress There are several types of stress that are discussed in this article.

Acute stress is the most common type of stress. It comes from past demands and pressures and predictions of future demand and pressures.

The most common symptoms of acute stress:

- Feeling emotional anxiety - A combination of anger or irritability, anxiety and depression, three stresses.
- Muscular problems
- Transient vascular, which leads to increased blood pressure, rapid heart rate, dizziness, and

Chronic Stress: The worst kind of chronic stress is that people get used to it and forget it. Chronic Stress occurs when a person never finds a way out of difficult situations.

Chronic stress through suicide, heart attack, stroke and perhaps even cancer can kill those people.

In this type of stress, one has experienced a major disaster, chronic stress symptoms are difficult to cure and may require treatment. Medicine as well as behavioral therapy and stress management.

Stress occurs in a variety of areas, one of which is in the field of occupation, affecting the occupation and working of an important part of the life of individuals, having jobs for individuals, creating economic security, creating a reputation and Personal credentials create social connections with others outside the family and cause many other things. At work, there are some things that cause stress and stress-related reactions.

One of the causes of stress in people's lives is related to the job and the environment they serve.

This stress can be expressed in terms of job stress and definitions for it.

1-1-Job stress

Job stress is one of the most important dangers for developing countries. Job stress is a harmful physical and emotional response that occurs when there is a weak gap between job demands and abilities of resources or staffing needs (2002 Adeoye)

Ernold and Feldman define occupational stress as the response of individuals to new or threatening factors in their work environment.

2-2-Occupational stress indicators

1. Physical symptoms

It is difficult to recognize these symptoms because they are generally in the working condition of illnesses and physical discomfort, but it is difficult to know how much of these problems relate to the work area and how much it relates to. It is related to aspects of a person's life.

The most common signs of physical illness associated with occupational stress are coronary heart disease, and other stress-related illnesses include digestive diseases, allergies, sleep disorders, and respiratory illnesses.

2. Psychological symptoms

Emotional and cognitive problems that occur due to work-related stress disorder. The most common outcomes of occupational stress include job dissatisfaction, which can be attributed to behaviors such as lack of attention to work, late arrival at work, lack of incentive to do business and other psychological symptoms. Depression, frustration, isolation can be pointed out.

3. Behavioral signs

they are separated in two groups:

The first category is a sign that can be said directly to the person working for himself. This category includes behaviors such as mistreatment behavior against colleagues and family members, refusal to work and, in general, interpersonal problems.

The second category of behavioral symptoms refers to the organization and administration, including absenteeism, job abandonment, lack of productivity.

Organization and work environment: The organization is said in a lexical sense to a group of people working together to achieve a goal.

According to Talcott-Paulson, in the book "Structure and Process in Modern Societies", the social organization is deliberately built and rebuilt to achieve specific goals. The organization has a

purpose and has a program and strategy for its purpose. It knows its own resources and uses them in a planned manner, and the organization is dependent on information that is needed in the various fields it needs.

An organization is a social unit of individuals structured and successful in meeting needs or pursuing collective goals. "

Now that we understand the meaning of the organization, we define the social security organization: the history of this organization in Iran is followed by the adoption of the first national employment law in the year 1301, during which a system for retirement was created. In that law, three principles of supply The social provision, namely the provision of "special rights and benefits" for those who lose their ability to work after service, have a "special allowance" for those who are mistreated due to an incident and "employer support" from The family of every dying person is seen.

The organization was named by various changes during the various years:

Year 1328: Fund for Cooperatives and Insurance of Workers

Year 1331: Employers' Social Insurance Organization

Year 1342: Social Insurance Organization

Year 1974: Social Security Organization

The social security organization is a social insurance organization that covers paid and paid workers (compulsory), and free business owners (optional).

The population covered by this organization is more than 13 million original insured persons and more than 3 million pensioners, which accounts for more than 40 million people in the family of insured persons. The Social Security Organization is governed by the law of a public non-governmental organization whose main source of funding comes from the premiums with the participation of the employer and the insured and is not reliant on state resources, and therefore the capital and assets belong to the individuals Coverage is in succession generations and is not integral to any government or non-governmental organization or institution.

The organization's obligations are in line with the standards set by the International Labor Organization and the International Social Security Service, and the law provides for the delivery of services and the fulfillment of these obligations by the organization.

2-research methodology

The statistical population consisted of all employees of the Social Security Department of Khuzestan province, which was surveyed in 1397. A sample of this research consists of 50 people who were selected by simple random sampling method.

The present study is of causal type after occurrence. The purpose of this design is to find the possible causes of a behavioral pattern. This method is often referred to as an event, since it refers to cases in which the cause has already occurred and is currently being studied through an effect on the other variable. In behavioral sciences, this is because of the fact that the scholar can not control and manipulate many of the relationships that are interested in studying them. In the present study, we compare the job stress in terms of individual characteristics of employees of the Social Security Administration of Khuzestan province.

After obtaining the necessary permissions and identifying the members of the sample and coordinating with the relevant authorities, according to the previous planning, after the presence of the members in the appropriate place and establishing the relationship and reducing the sensitivity of the subjects about the questionnaires and the reasons for their selection in the sample, necessary explanations The researchers presented the questionnaire and completed the questionnaires. The staff were asked to ask the researcher to provide further explanation if they were asked to complete the questionnaire with ambiguity. In the end, staff praise was appreciated. To analyze the collected data, SPSS software version 24 was used. Meanwhile, for all hypotheses, the significance level is considered to be 0.05%.

The purpose of this study was to compare job stress with respect to the individual characteristics of employees of the Social Security Administration of Khuzestan province.

3-Analyze the results

Analysis of the first hypothesis: There is a difference between male and female employees in terms of career stature.

As shown in Table 1, there is no significant difference between male and female employees in terms of job stroke ($p = 0.730$ and $t = 34.77$). Therefore, the first hypothesis is not verified. In other words, male and female employees have almost a career in business.

Table 1. T-test results of independent groups for comparing the mean of career stroke scores of male and female employees.

Level Meaningful p(t	Degree s of freedom	Standard deviation	Average	Number	Group	variable
0/730	0/347	48	24/08		20	Female employees	Job Stress
			19/86	99/63	30	Male employees	

As shown in Table 2, there is no significant difference between the staffs of different age groups in terms of job stroke ($p = 0.181$, $P = 1.17 = F$). Therefore, the second hypothesis is not verified. In other words, the staff of different age groups has a roughly the same career path.

Table 2 - Results of one-way variance analysis to compare the average of job styles of employees of different age groups

Level Meaningful P	amount F	Average squares	Degree s of freedom	Sum of squares	Source Dispersion	variable
0/181	1/77	791/07	2	1582/14	Intergroup	Job Stress
		445/49	47	20938/35	Inside the group	
		—	49	22520/50	whole	

Table 3. T-test results of independent groups for comparing the mean of career styles of single and married employees

Level Meaningful p(t	Degree of freedom	Standard deviation	Average	Number	Group	variable
0/709	0/376	48	21/19	102/80	10	Female employees	Job stress
			21/72	99/93	40	Male employees	

Analysis of the Fourth hypothesis: There is a difference between employees with different levels of education in terms of career stature.

As shown in Table 4, there is no significant difference between employees with different educational levels in terms of job stroke ($p = 0.193$ and $F1.19$). Therefore, the fourth hypothesis is not confirmed. In other words, employees with a different level of education have almost the same career path.

Table 4. One-way analysis of variance analysis for comparing the average of job styles of employees with different education levels.

Level Meaningful P	Amount F	Average squares	Sum of squares	Sum of squares	Source Dispersion	variable
0/193	1/70	762/28	2	1524/56	Intergroup	Job Stress
		446/72	47	20995/93	Inside the group	
		—	49	22520/50	whole	

Analysis of the fifth hypothesis: There is a difference between employees with a different service record in terms of career stature.

As shown in Table 5, there is no significant difference between employees with different service experience in terms of job stroke ($p = 0.180$ and $F = 1.64$). Therefore, the fifth hypothesis is not verified. In other words, employees with a career background are almost the same.

Table 5 - One way analysis of variance analysis to compare the average of the job styles of employees with different service record

Level Meaningful P	the amount of F	Average squares	Degree s of freedom	Sum of squares	Source Dispersion	variable
0/180	1/64	716/81	4	2867/25	Intergroup	Job stress
		436/73	45	19653/24	Inside the group	
		—	49	22520/50	Whole	

1-3-Research findings

In addition to studying the findings of the hypotheses, a comparison of the employees in terms of some variables is described below.

As shown in Table 6, the average of the total response of the employees to the questions related to the level of occupational stress is 2.05, which is lower than the average value (score 3) and statistically significant ($p < 0.05$). $0001 / 0p =$ and $33/15-t =$). In other words, in terms of staff, job stress among employees of the General Directorate of Social Security in Khuzestan province is lower than average.

Table 6. Comparison of the mean score of occupational stress from the staff point of view with the mean score of the criterion (3)

Level Significant) p(t(Shown	df	Test value	Standard deviation	Average	Variable
0/0001	-15/33	49	3	0/438	2/05	The amount of stress

4-Conclusion

As a result of the research, it was found that the occupational stress among the employees of the organization is lower than the average, which indicates the proper working environment, the existence of a friendly atmosphere among the organization and the presence of committed and honest employees in this organization. However, there will be a lot of attention to factors that reduce job stress.

It is important to identify the causes of stress in work so you can take action to reduce stress:

Responsibility: Individual stress varies depending on the type and amount of responsibility (French and Kaplan 1970)

Accountability for more people from job tasks (article by T.Beehr on the impact of job stress)

Relations in the workplace: involves the communication of employees with each other, the relationship of staff with their superiors, and the relationship of staff with the people.

Forcing a person to live with other people is one of the most pressing aspects of life. (Selie, 1974)

How much a person has trust in the organization and the workplace, supervisors and colleagues is related to the health and stress experienced by the individual (Kaplan, 1973)

Supervising, controlling and controlling the dangers of the supervisors can also be a source of tension and can make the relationship between the downstream and the elderly painful (Smith 1981)

Ambiguity in the role: when the person is working, he does not have enough information about his work and responsibility. This ambiguity in role and responsibility can be related to a novice employee, a newly promoted employee or a novice manager of truth Slowly

Lack of clarity about their tasks and goals (Beehr.T).

Job ambiguity can be self-dissatisfaction with the job, falling self-esteem, feeling futile in the organization, reducing motivation and leaving the job. (Kahn 1964)

Lack of control: Low control over the stages or speed of work causes stress. (Cunningon & House 1987)

Is the lack of skills and scheduling for scheduling tasks and activities, and the selection of tools or misconceptions for doing things (Davis, 1991, quoted from Mount Puma, 1390, p. 59).

Role conflict: Exposure to indeterminate and conflicting expectations, in communication in the workplace, on how to behave (Davis, 1991, quoted from Mount Pima, 1390, p. 59).

If duties and responsibilities of the job are inconsistent with the laws and regulations, resources, facilities and expectations of the person in his job, a conflict is created and causes the person to be dissatisfied (Alwani, 2000)

Heavy duty role: Stress due to excessive workload and lack of sufficient time for the person

Bar style The role of psychic stress caused by the repetition of work and the lack of work gives the person a state of boredom.

Role alienation: Feeling of dissatisfaction and lack of interest in working in the workplace are signs of job alienation.

The feeling of distance and lack of attachment to a job, caused by factors such as incompatibility with the nature of work, lack of social status, lack of reputation and organizational credibility.

Job insecurity: Uncertainty and misunderstanding about the future of the job and lack of job security and fear of losing a job.

A large part of the worker's perception of job insecurity, or the risk and consequences of job loss, has been identified for fear of being fired due to the lack of need and the deteriorating conditions of the job market (Roskick, Lewis and Green 1990)

Conflict: There are differences between the roles and goals and the interests of one or more people. The psychological stress caused by distrust in relationships, low support and neglect, which occurs when faced with the problems of members of the organization (Davis, 1991)

Stress reduction strategy

- Create a goal for employees

One of the requirements for determining whether a goal is to encourage a person to work is that the person is aware of and how close his or her current activities are to the intended purpose. The goals should be clear and The person will accept them.

Meanwhile, the individual must know exactly how close he or she is to job objectives.

- Creating awareness for employees

Human-oriented psychologists believe that employees should be involved in decisions about their work and occupation in the organization. The initial effects of participation in the decision can be seen in three general areas, namely, values, cognition, and motivation. Participation in the decision This makes the individual's resistance to change less.

This requires that the person really participates in the decision to change, accepts the decisions made, and commits to the implementation of these decisions. It is also cognitively thought that whatever individuals are closest to the desired work, They will have better ideas and ideas.

- Use of motivators

It is intended to motivate all those facilities and material and moral rewards given to the individual in the organization in order to guide his future behavior in a particular direction. Many managers think that salary is the most important motivator for the behavior of individuals in the organization. (Tomsk and Richter 1986)

But psychologists have found with their research that when the basic needs of an organization's employees are provided at a reasonable level, salaries in the third to sixth rank are important, in which case the "fixed job" and "ability to do business" more The amount of salary causes a person to work.

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