



## Job Stress and Its Effects on Job Satisfaction and Job Commitment among Rescue 1122 Workers in Multan

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### ABSTRACT

This study was conducted to explore the presence of job stress, job satisfaction, and job commitment among workers of Rescue 1122, along with the role of job stress between job satisfaction and job commitment. The sample consisted of 130 rescue workers who were selected through simple random sampling. The data was collected from the Rescue 1122 stations of Multan city. It was hypothesized that job stress plays a significant role between job satisfaction and job commitment among rescue 1122 workers. The Organizational Commitment Scale (OCS) developed by Meyer, Allen, and Smith (1993), the Subjective Job Stress Scale developed by Motowidlo, Packard, and Manning (1986), and the Job Satisfaction Survey (JSS) developed by Spector (1985) were used as data collection tools. All the participants were properly briefed about the aim and objective of the research, and the data was collected with the consent of all participants. Correlation and mediation analysis were conducted to analyze the data. The findings revealed that job stress is negatively correlated with job satisfaction and job stress among rescue workers. Job stress plays a significant role in increasing or decreasing the level of job satisfaction and job commitment.

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## 1. Introduction

The field of emergency rescue services is widely acknowledged to be one of the most stressful in the world. Due to the dangerous nature of their work, rescue workers are prone to stress. They have to deal with dangerous and horrifying emergencies every day, some of which the average person wouldn't be able to handle. They're fleeing away from the emergency places while rescuers are running towards them, and they're reacting to medical, fire, water rescue, disaster, roads, traffic accidents, and flood emergencies. When there is a significant disaster, the rescue workers are able to save more and more people. Numerous studies have documented how stress on the job negatively impacts workers' happiness, motivation, loyalty, and productivity. The majority of businesses are focusing on personnel concerns in an effort to boost productivity and turnover. They want to find effective strategies that can enhance the internal climate of the firm and boost morale (Rauf & Farooq, 2014).

Working in rescue and emergency services is a very stressful occupation. Those who work in rescue are frequently placed in dangerous situations and must make decisions that could have fatal consequences. Physical and mental health problems, burnout, and low morale are just some of the adverse outcomes that could result from this. Specific sources of stress for those who work in rescue and emergency situations include: (i) extremely dangerous and upsetting circumstances. (ii) long hours and rotating shifts (iii) heavy responsibilities and workload (iv) lack of control over situations (v) separation, feelings of loneliness, and isolation. The stressful nature of the job of rescue workers has many negative consequences, including physical and mental health problems, burnout, a lack of motivation, productivity, and a lack of interest in the job. To deal with the negative consequences of job stress, rescue workers need to be trained about coping skills like stress management,

decision-making, and dealing with difficult situations, They also need knowledge about effective teamwork, a healthy workplace environment, a healthy lifestyle, counseling sessions, and psychological support. This study lacks the comprehensive background of the study especially provide very little literature in the Pakistani context, further the reliability and validity of the scales were explained very briefly which is not comprehensively give knowledge about the reliability and validity of scales. The authors also did not mentioned the further implications of the study and scales (Rauf & Farooq, 2014).

Work-related stress can alter how we interact with our coworkers, customers, and superiors. People who are under a lot of stress at work are often unhappy there. Not surprisingly, dissatisfied workers have a negative impact on business profits (Kumar, 2015). Most studies on the subject have concluded that having to work long hours while taking on too much responsibility is a major source of discontent for many workers. Anxiety at work can be caused by a number of circumstances, including unclear roles and responsibilities. Stress in the workplace can also be caused by negative interactions with one's superiors, peers, and subordinates. Given the gravity of the issue, it is recommended that businesses routinely survey their staff for indicators of stress at work. Most of the studies focused on the presence of the negative consequences of the job stress but not mentioned that what curative measures should be taken (Rauf & Farooq, 2014).

The term "job satisfaction," in contrast to "job stress," describes how an employee feels about their employment. An individual's perception of the significance of their work and the rewards they derive from it are what ultimately determine job satisfaction. Job participation and organizational dedication may be two important components of job happiness. The quality of the workplace has an impact on both aspects of job satisfaction. Numerous studies have shown that high levels of job satisfaction among workers are essential for a positive workplace culture. When people love what they do, it boosts their self-esteem, creativity, dedication, and motivation. Employees can feel anything from extremely satisfied to extremely dissatisfied with their jobs. There is a wide range of opinions among workers about many aspects of their jobs. It's important to weigh intangibles, including "job characteristics," "superiors' attitudes," "pay," "time off," "promotion," "future benefits," and "support from coworkers". But the authors did not explain the theoretical frameworks of the definition of the job satisfaction; the authors also did not provide the evidence from the studies about the factors and influences of the job satisfaction (Ghaffari & Sami'ee, 2014).

Job satisfaction is how an employee feels about their position as a whole. It indicates how satisfied they are with their job, their coworkers, their managers, and the company as a whole. Job participation and organizational commitment are typically identified as the two main components of job satisfaction. Job involvement is defined as "one's level of interest in and dedication to one's occupation." Those who invest a great deal of themselves in their work tend to feel a deep sense of satisfaction from their efforts. Organizational commitment is the level of dedication that an employee has to their company and its mission, which is a measure of their organizational commitment. There are a number of factors that contribute to job satisfaction, like job qualities and characteristics, attitude of the employees, pay, time of duty, leaves and days off, promotions and criteria for promotions, and support from coworkers. Job satisfaction leads to many positive consequences, such as increased productivity of employees, increased job presence and attendance, a more positive attitude towards the job, higher authorities and institutions, more creativity and innovation, and improved customer service. To sum up, happiness at work is crucial to both productivity and retention. By identifying and addressing the causes of dissatisfaction on the job, businesses can boost morale and productivity (Ghaffari & Sami'ee, 2014).

The company's commitment to its workers makes it possible for them to increase their output and proficiency. Companies always try to increase employee dedication to achieve longevity and lower turnover. One definition of commitment is the willingness to stay in a group despite the existence of more desirable alternatives. Additionally, a desire to keep one's current job and working environment. There are three ways of looking at an employee's commitment to their organization. A high level of Normative Commitment among workers predicts greater job loyalty. Our primary focus will be on total emotional commitment. When an employee has a deep emotional connection to and investment in their employer, they are considered to have high levels of "organizational commitment." Those who care profoundly

about their work are more likely to refer to themselves in the first person when discussing the company. The author provided the good definition and suggestions about the job commitment but does not give any supportive evidence from the research to prove his claim. The author also did not provide any theoretical framework of the definition of the job commitment in this study (Stamm, 2013). Experience in one's field continues to be a predisposing factor towards organizational commitment (Hellriegel, 2007), as many of the same factors that lead to job satisfaction also contribute to organizational commitment.

The current study sought to examine the relationship between job stress and job satisfaction and commitment among a sample of 1122 rescue workers, with the underlying hypothesis that stress at work has a significant impact on both. Among the many reasons this study is crucial are: This research is important because it examines the link between occupational stress and the job satisfaction and commitment of Rescue 1122's staff. The factors affecting these workers' work experiences and quality of life can be better understood if the relationship between job stress, job satisfaction, and job commitment is well understood. Job contentment and dedication to one's work are major factors in an organization's success. The study can help shed light on the potential ramifications for Rescue 1122's efficacy and efficiency by evaluating the effects of occupational stress on these aspects. Implications for employee retention and productivity. Work-related stress has been shown to have a negative effect on employee commitment and satisfaction on the job. In the long run, this research can help Rescue 1122 succeed by revealing ways to reduce employee stress, boost morale, and strengthen loyalty. This research provides useful information for designing policies and interventions to improve the well-being of Rescue 1122 employees by decreasing stress and increasing job satisfaction and loyalty. This research adds to what is already known about the causes and consequences of occupational stress through its examination of Rescue 1122 employees in Multan. The results can serve as a starting point for studies examining the relationship between employment stress, job satisfaction, and job commitment in other situations and in emergency response companies. This study has the potential to improve organizational practices, employee well-being, and Rescue 1122's overall effectiveness by examining the connection between job stress, job satisfaction, and job commitment.

## **2. Method**

The present study was conducted with the rescue workers of Multan City. The sample consisted of 130 rescue workers selected from simple random sampling, of whom 52 were emergency medical technicians, 47 were fire rescuers, 17 were station coordinators, and 14 were shift incharges. The data was collected from 4 Rescue 1122 stations in Multan city, which were Chowk Kumharan Wala, Kalma Chowk, Vehari Road Station, and Bahawalpur Bypass Station. The data was collected only from those rescue workers who were working the morning shift. Permission was taken from the station in charge of each rescue 1122 station. Doing research with a big group of people can take up a lot of resources and time. This is especially true when it comes to rescue workers who have busy schedules and can't always take part in research. That's why we chose to have 130 people in our study. It's a good number because it gives us a sample that represents the whole group, but it's also practical and doable. The Organizational Commitment Scale (OCS), developed by Meyer et al. (1993), is a 15-item scale that measures three dimensions of organizational commitment: affective commitment, continuance commitment, and normative commitment. The OCS is a reliable and valid measure of organizational commitment. This scale has good reliability with internal consistency along with the good content, criterion and predictive validity. The Subjective Job Stress scale developed by Motowidlo et al. (1986) is a 10-item scale that measures the level of stress that employees experience in their jobs. The SJS is a self-report measure, which means that employees rate how much they agree with each item on a scale of 1 to 5. This scale has good internal consistency reliability with Cronbach's alpha coefficients ranging from .70 to .86 and Correlates positively with other measures of job stress as validity. The Job Satisfaction Survey (JSS), developed by Spector (1985), is a 36-item scale that measures job satisfaction. The reliability of this scale with Cronbach's alpha coefficients ranging from 0.70 to 0.90 for the nine facets and the total scale. Test-retest reliability coefficients have also been reported to be good, ranging from 0.70 to 0.80 over a period of several weeks or months. The content and convergent validity of this scale is also very good. The JSS is a self-report measure, which means that employees rate how much they agree with each item on a scale of

1 to 5. . The above-mentioned scales were used as data collection tools. All the participants were properly briefed about the aim and objective of the research, and the data was collected with the consent of all participants. The data was analyzed through SPSS 23. The correlation was performed to check the correlation between the variables and the mediation analysis was performed to check the role of job stress between job satisfaction and job commitment.

### 3. Results

**Table 1: Demographic Variables of Respondents**

		<b>f</b>	<b>%</b>
Age	21-25	43	33.8
	26-30	36	27.7
	31-35	29	22.3
	36-40	22	16.2
Education	Matric	34	26.1
	Intermediate	49	37.6
	Becholars	33	25.3
	Masters	14	10.7
Designation	EMT	52	40
	FR	47	36.1
	SC	17	13
	SI	14	10.9
Family System	Nuclear	58	44.6
	Joint	72	55.4
Marital Status	Married	77	59.2
	Single	53	40.8

EMT= Emergenc Medical Technian, FR= fire rescuer, SC= Station Coordinator, SI= Shift Incharge

**Table 2: Correlation between Job stress, job satisfaction and job commitment**

<b>Variables</b>	<b>1</b>	<b>2</b>	<b>3</b>
Job Stress	1		
Job Satisfaction	-0.13**	1	
Job Commitment	-0.79**	0.866**	1

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

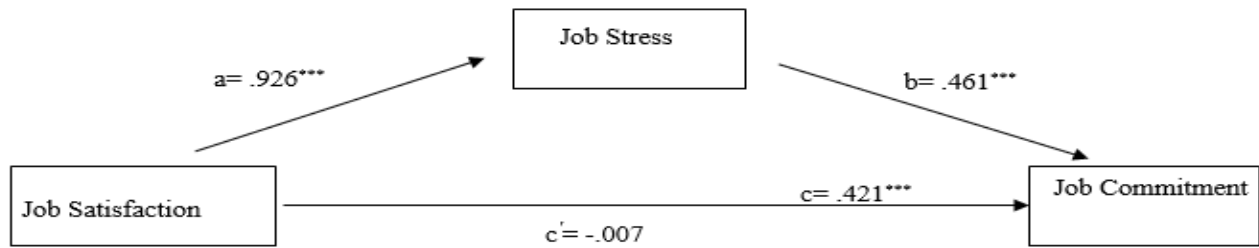
Job stress, job satisfaction, and job commitment are tabulated along with their respective correlation coefficients. The magnitude and direction of an association between two variables can be calculated using their correlation coefficient. Job stress is inversely associated with both job satisfaction (-0.13\*\*) and job commitment (-0.79\*\*), as seen in the table below. This implies that as stress at work rises, both job satisfaction and commitment decrease. That is to say, employees who are under more stress at work are less likely to report feeling fulfilled or dedicated in either role. The correlation between job satisfaction and commitment to one's employer is relatively high (0.866\*\*), as seen in the table. As a result, happier workers are more dedicated to their jobs. Employees who report high levels of job satisfaction are also more dedicated to their companies. The data in this table suggests that workplace stress is a major contributor to employees feeling less than enthusiastic about their work. Reducing workplace stress is one way for businesses to boost employee engagement and retention. One way to achieve this is to improve working conditions by giving employees more autonomy and encouragement.

**Table 3: Mediation Analysis**

<b>Mediator</b>	<b>Path Coefficients</b>				<b>a * b (95% CI)</b>	<b>R<sup>2</sup></b>
	<b>A</b>	<b>b</b>	<b>c</b>	<b>c'</b>		
Job Stress	.826**	.451***	.431***	-0.006	.437(.331, .540)	.368
Job Satisfaction	.826***	-.074***	1.151***	1.218***	-.078(-.085, -.035)	.954
Job Commitment	.826***	.379***	1.572***	1.212***	.350(.257, .460)	.835

Mediation analysis, using job stress as mediators and job satisfaction and job commitment as an outcome among rescue workers. An examination of the connection between job stress, job satisfaction, and job commitment is shown in the table below, the findings of a mediation analysis. Structured equation modeling (SEM) was used for the mediation analysis. The following data can be seen in the table:

**Figure 1: The Mediation Effect of Job Stress Between Job Satisfaction and Job Commitment Among Rescue Workers**



1. Job stress is a robust predictor of dissatisfaction with one's employment ( $b = 0.451$ ,  $p.001$ ). Therefore, it appears that stress on the job is correlated with contentment in that position. Those who are under more stress at work are also more likely to be unhappy in their positions.
2. Job contentment is a robust predictor of loyalty to one's employer ( $b = 0.379$ ,  $p.001$ ). Therefore, contentment in one's career is correlated with dedication to one's work. Employees who report high levels of job satisfaction are also more dedicated to their companies. Indirectly, job stress predicts job commitment significantly ( $a * b = 0.431$ ,  $p.001$ ). This suggests that stress at work influences dedication to one's current position through channels other than direct stress. In other words, being stressed at work might make you unhappy at work, which can make you less committed to your career.
3. Stress at work decreases dedication to one's job by a total of 0.437 (95% CI: -0.331, 0.540). This suggests that stress at work accounts for 43.7% of the variation in dedication to one's job. Job stress has a 0.431 (95% CI: 0.331, 0.540) impact on employee commitment, but only through its direct relationship with job satisfaction. That is, 43.1% of the variation in job commitment can be attributed to the indirect influence of job stress on job commitment via job satisfaction.
4. The direct effect of job stress on job commitment is -0.006 (95% CI: -0.085, 0.035), which is a tiny but significant negative effect. The findings of this mediation analysis suggest that job stress can have a negative impact on job satisfaction and job commitment, both directly and indirectly. Organizations can improve job satisfaction and job commitment by reducing job stress. This can be done by providing employees with more support, more control over their work, and a more positive work environment.

#### 4. Discussion

The purpose of this research was to examine if and how workplace stress affects job satisfaction and loyalty. Job stress was found to significantly affect job satisfaction and play a role in job commitment as well, according to the results of this study. Numerous studies have been conducted in this area; for example, Amjad and Rafique (2013); Hooper, Craig, Janvrin, Wetsel, and Reimels (2010); Ijaz (2010); Sreenivas, Wiechmann, Anderson, Chakravarthy, and Menchine (2010) have all looked at the correlation between job commitment and other variables. In contrast, Khattak and Qureshi (2020); Shahzad and Begum (2011); Vasan (2018) have all looked at the correlation between job satisfaction and commitment.

According to Table 2, there is an inverse relationship between stress on the job, happiness at work, and loyalty to one's employer. There are a number of ways in which job stress can diminish workers' happiness on the job and their dedication to the company. Dissatisfaction with one's job is a common result of job stress. When workers are under pressure, they are less likely to like their occupations. Because stress makes it hard to concentrate, come up with new ideas, and get things done, Anger, worry, and melancholy are just some of the negative feelings that can result, making it hard to enjoy one's profession. Stress at work has been linked to a lack of dedication to the company. When workers are under pressure, they are less likely to be invested in the success of their companies. This is due to the fact that some employees may feel unappreciated or unsupported by their employer. Employees' dedication to the company can take a further hit if stress causes them to doubt their contributions or feel their work is unimportant. Anxiety at work has been linked to both lost work days and employee turnover. When workers are anxious, they are more

likely to take time off or call in sick. They are also more likely to abandon their current positions in favor of greener pastures. This can be expensive for businesses due to missed production and the time and money required to find and educate replacement workers.

There is no such thing as "work stress," but rather, it is the result of a number of interrelated factors, including but not limited to one's position in the company, the clarity with which they are provided, the volume of work assigned, the accessibility of upper-level management, the quality of relationships with subordinates and peers, and so on. Employees may be more motivated if they are frequently recognized and rewarded. Compared to workers in other fields, those in the Emergency Rescue Service are more likely to develop health problems connected to stress. They never stop helping people in need, day or night, rain or shine. They are always on call and prepared to respond to fires, whether it's a hot day in June or a cold night in December (Amin, 2018). Hoboubi, Choobineh, Ghanavati, Keshavarzi, and Hosseini (2017) document similar results for some of the settings covered here. Employees have suggested implementing measures to lessen workplace stress and boost job satisfaction, such as providing more senior support, adjusting work hours, and clarifying job responsibilities. According to the data in Table 3, there is a mediating function played by job stress between job satisfaction and job commitment. There are a number of ways in which job stress can act as a go-between for worker satisfaction and dedication to their jobs. Stress at work can make people unhappy, and that might lower their loyalty to the company. When workers are under pressure, they are less likely to like their occupations. Because stress makes it hard to concentrate, come up with new ideas, and get things done, Anger, worry, and melancholy are just some of the negative feelings that can result, making it hard to enjoy one's profession. Employees may become less invested in their work as a result. Stress at work can lower job satisfaction, which can prompt workers to look elsewhere for work. When workers are under pressure, they may start looking for new, less demanding employment. This is because they may believe that finding a less demanding career is possible or that their current employment is not worth the stress. Because of this, people might become less dedicated to their existing company. Employees' dedication to the company can take a hit if they're under constant pressure and don't feel like they're contributing anything worthwhile. When workers are overwhelmed, they may start to doubt their own value or the significance of their contributions to the company. This can make individuals feel unappreciated at work, which in turn reduces their dedication to the company. Organizations can take measures to improve employee satisfaction and commitment to their work if they recognize the moderating role that stress at work can play in this relationship. Because of this, productivity may rise, both absenteeism and turnover may fall, and morale in the workplace may improve.

Physical and mental health issues, burnout, and low morale are just some of the bad outcomes that can result from the stress of working in emergency rescue services. Both the health and safety of emergency rescue workers and the public depend on efforts to alleviate the stress they experience on the job. Stress in the workplace can be mitigated in a number of ways, including but not limited to: offering regular training on stress management and coping skills; and Making sure workers have access to everything they need to do their jobs well and thrive in the workplace Providing employees with a variety of options for adjusting their work schedules to accommodate their personal lives Including rest periods and time off at regular intervals. Paying people back for all their efforts. This study will give deep knowledge about the psychological and factors which effects the job satisfaction and commitment among rescue workers and there is need to reduce those factors especially which cause job stress to improve the job satisfaction and commitment among rescue workers such changes will not only improve the performance of the employees of the rescue service but will also be beneficial for the society.

## **5. Conclusion**

This study was conducted with the objective to indentify the role of job stress between job satisfaction and job commitment. The findings of the study revealed that the job stress is negatively correlated with the job satisfaction and job commitment and job stress also plays a mediating role between job satisfaction and job commitment. The data was collected from 130 rescue workers of 1122 rescue service. The sample was consisted on Emergency Medical Technicians, Fire workers, station coordinators and shift incharges. The correlation and mediation analysis was conducted to analyze the data. There is need to take steps to reduce the job stress among rescue workers to improve their job satisfaction and job commitment

and also to improve job performance. There is need to conducted such studies at large scale like provincial or country level to make the picture more clear and to increase in-depth knowledge about such factors among rescue workers.

### 5.1. Limitations of the Study

1. This study was only taken in one city of the province of Punjab.
2. Data was taken only from four stations of rescuee 1122.
3. Only rescue workers on morning shift were included in this study.
4. Sample sieze was consisted only on 130 individuals.

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