



The Relationship Between Job Stress and Job Satisfaction: A Cross-Sectional Study in One Local Authority, Kota Samarahan, Sarawak

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ABSTRACT

The present study was aimed to examine the relationship between job stress and job satisfaction among employees in one local authority's organization at Kota Samarahan, Sarawak. A cross-sectional survey research was employed to conduct the study and the data for the study was collected using a self-administered survey questionnaire from a total of 61 employees. The data of the study was analysed using descriptive and inferential statistics, and a correlational analysis was used to test the research hypotheses. The results of the study indicated that the sub-components of the job stress that consist of role conflict and physical environment had significant relationships with job satisfaction. In overall, the findings of the study assist to provide a better understanding on specific job stress's factors that affects employee's job satisfaction particularly for the organizations under the local government or local authority in Malaysia.

Keywords: Job Stress; Role Conflict; Physical Environment; Job Satisfaction

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INTRODUCTION AND BACKGROUND

Job satisfaction has great influences on the performance of the employees and their organization. A high level of employee's job satisfaction lead to a high level of

productivity of their work, and this in overall increases the satisfaction level in their life (Abdullah, Bilau, Enebuma, Ajagbe and Ali, 2011). Nevertheless, the unsatisfied employees often cause low or bad productivity and performance that affect the attainment of the organizational goals. Most of the time, employee's satisfaction in job determines their behaviour such as absenteeism and intention to leave the organization (Venkataraman and Ganapathi, 2013), low performance and the intention to leave the job (Applebaum, Fowler, Fiedler, Osinubi and Robson, 2010). One of the factors

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