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The Impact of Internal Factors of Work Stress on the Employees at Girne American University

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Abstract:

The purpose of the study is to measure the impact of the internal factors of the stress work on the employees at Girne American University. The study involved one hypostasis, which discussed the internal factors of stress work at university and its impact of employees. The researcher developed 40 items questionnaires to measure the impact of stress work on the GAU's employees.

The result of study showed that there are a significant relationship between stress work and internal factors(workload, receiving orders from more than one responsible party, length of break time, narrow work place, supervising big staff of employees, communication between departments, and make maintenance for office device) of the university, and how these factors impacted on the employees at university. On the other hand, there is no relationship between the availability of physical work tools and stress work, in addition, no relationship between the number of reviewers and stress work.

Finally, the research recommends, applying adequate management techniques in order to reduce work stress in the university. Also recommend improving and enhancing the relationship between colleagues on the work place. Giving more attention to make periodic maintenance for the office device and work tools.

Keywords: *Internal factors, stress work, behavior, employees, GAU University*

1. Introduction to the Study

Stress is a word that can use to describe both the cause and the results of pressure building up in the body and mind. Commonly associated with pressure to work hard, it can also arise from boredom, procrastination, perfectionism, bullying, job insecurity, relationship difficulties and many other situations associated with the home or workplace. Stress can generate internally or externally. At its root, stress caused by the difference between expectation and reality. The Health & Safety Executive's definition is that stress occurs "when the demands placed upon a person exceed the capacity to cope with them." Each of us has an optimum level at which we work for our satisfactions and achievements, and when that is out of balance we often achieve less and are dissatisfied, no matter how hard we work or how much we try to relax. If the factors causing stress to build up for too long, we can all experience symptoms, usually at a physical and emotional level.

This study conducted to identify the relationship between internal factors(excessive workload, overcrowding, multiple supervisors, poor performance from worker, long working time, unclear objective, and physical work condition) and work stress , this study will answer the question: is there an impact relationship between internal factors (excessive workload, overcrowding, multiple supervisors, poor performance from worker, long working time, unclear objective,and physical work condition) with work stress?

One hypothesis was developed to measure the relationship between the independent variable (internal factors(excessive workload, overcrowding, multiple supervisors, poor performance from worker, long working time, unclear objective, and physical work condition)) and the dependent variable (work stress).

In order to answer this question and achieve the objectives of the study data have collected through 40 questionnaires from employees who work at GAU between March and April of 2015.

Researchers consider the low response from employees and the short time to conduct the study as a limitation faced them during the research work.

1.1. Problem of the Study

Work stress caused by the pressure, which creates an atmosphere of tension, and psychological stress that affects the educational process and the performance of the staff. Because the pressure in the work environment is directly linked to working sources or individuals, researchers have identified the problem as the impact of the internal factors in the organization on work stress on the employees in GAU.

1.2. Hypothesis

There is one hypothesis for this study:

H0: There is no an impact of the internal factors that related to work function.

H1: There is an impact of the internal factors that related to work function.

(Excessive workload, overcrowding, multiple supervisors, poor performance from worker, long working time, unclear objective, and physical work condition) on the work stress.

1.3. Variables of the Study

1. Independent variable:
2. Internal factors that related with work function (excessive workload, overcrowding, multiple supervisors, poor performance from worker, long working time, unclear objective, physical work condition,)
3. The dependent variable: work stress

1.4. Objectives of the Study

This study seeks to achieve the following objectives:

- 1- To identify the source of work stress and its impact on employees at GAU.
- 2- To clarify the relationship between internal factors that related to work functions with work stress.

1.5. Importance of Study

It is hoped that this study will benefit in:

1. Helping the management of the university in developing strategies to overcome the stress work problem and thus raise the level of employee performance.
2. Helping the employees at Girne American University to know the reasons of stress works, thus get results help them to overcome this problem.

2. Literature Review

Job stress is widely experienced, and so pervasive that it has found to affect people from all industries, ranks and socio-economic status levels. In addition, because so much of our lives are spent at work, job stress can create stress in other areas of life as well. For example, when people are stressed at work, they may have less patience when not at work, and relationships may suffer; they may have less energy when not at work, and let exercise go by the wayside; they may feel so much stress at work that they experience burnout or depression. Moreover, because of a close link between job stress and chronic stress, job stress can take a significant toll on overall health and wellness, too. (Elizabeth Scott)¹.

Stress work is the interaction between an individual and the demands and burdens presented by the internal and external environment. Stress occurs due to a demand that exceeds the individuals coping ability, disrupting their psychological equilibrium. Hence, in the workplace environment, stress arises when the employee perceives a situation to be too strenuous to handle, and is threatening to their well-being. Many internal stressors contribute to an employee's ability to adapt to the demands of the environment. For instance, our technologically inclined society can provide a source of workplace stress seeing that some individuals may not have the capacity and the resources to advance their skills.²(Thomas and Eileen 2006).

It is a rare occupation, which does not involve some stress. Some people thrive on pressure and seek jobs, which push them hard. Others prefer to LEAVE alone to work at a pace that suits them. Others of us feel stressed by financial worries, a difficult home life or too little excitement. Very few of us achieve our ideal stress–balance all of the time.

2.1. Types of Stress

- When thinking about types of stress there are two perspectives to consider (besides whether it is the "good stress" or the "bad stress" of course).
- Stress from a Physicist's perspective.
- Stress from Psychological perspective.

¹Chronic Job Stress is a Risk Factor for Heart Disease By Elizabeth Scott Updated October 11, 2010 Article Source:

<http://EzineArticles.com/13138>

²Thomas W. Colligan MSW & Eileen M. Higgins (2006): Workplace Stress, Journal of Workplace Behavioral Health, 21:2, 89-97.

- You were probably searching for information about psychological stress, and may be interested in some quick stress relief tips. However, it might help to understand what psychological stress is if we understand the stress that physicists talk about. In Physics, stress is a reaction to an external force. Too much stress, and an object breaks or changes form. In psychological perspective, there is "good" stress and "bad" stress:
- Good stress: Easers (pronounced YOU-stress) can be fun, exciting and energizing, especially in the short-term. Face a sudden danger and resolve the situation safely, and you'll get pumped and excited; like when we are racing to meet an exciting deadline, getting dressed for our wedding, or flying down a ski slope. It keeps our juices flowing. Just the right amount of stress is stimulating and healthy. We perform tasks faster and better. Our muscles strengthen. Heart function improves. Stamina increases. Thinking sharpens. Some experts say eaters even help our bodies resist infection.³
- Bad stress: manifests throughout our body quickly and in many ways. When our ability to adapt to stressors is overwhelmed, or your supply of resources depleted, stress can lead to exhaustion and physical/psychological disrepair. Physically, be on the lookout for reoccurring head colds, migraines, excessive weight, and loss of appetite, joint pain, back pain or shoulder pain. Mentally, most people who allow them to slip into chronic fatigue over stress find themselves trapped in depression, anxiety, and anti-social behavior.⁴

2.2. Sources of Stress

2.2.1. Role Conflict

Role conflict is one of the underlying causes of work pressure, and this conflict arises when an individual faces many contradictory job applications, or when things do not work originally desired by or does not believe it is part of his work. Role conflict includes several types like deal with more groups that may content more of the difference in demands.⁵

2.2.2. Role Load

The burdens and increase accumulate until the burden Individual cajoling private individual when dealing with a large number of roles, there are expectations Direct boss, and another of his subordinates, and three of his colleagues, and a fourth from the administration High, and a fifth from the union, and the sixth from the public, a trader with the organization, and seventh The local community and so on.

2.3. Physical Work Conditions

The conditions that cause fatigue, stress, and anxiety in several aspects:⁶

- Physical work environment and the way we design the workplace
- Lighting level
- Noise, temperature and humidity.
- Distribution of offices and the distances between them.
- Seen toxic chemicals and radioactive materials.
- Risk to the security and integrity of the individual
- Crowding and a lack of privacy for employees.

3. Research Methodology

3.1. Data Collection

The nature of the study is a descriptive quantitative study, secondary and primary data collected in the field of the study. Secondary data collected through previous researches and literatures, while primary data has collected through questionnaires.

3.2. Population of the Study

The study population consisted of all administrative and academic staff in the Girne American University.

3.3. Sampling Procedure

The researcher used a simple random sample of the original size of the population, where: 15 questionnaires were distributed to employees in the Admission Department, 15 questionnaires to employees in the millennium building, and 10 questionnaires were distributed to academics staff in GAU.

³ Types of stress "positive changes coaching" (2009): <http://www.positive-changes-coach.com>.

⁴ Ethan Steadman "Good stress vs. Bad stress" published (2011): <http://www.howtolearn.com>.

⁵ Debra L. Nelson & James quick" Organizational Behavior: Foundations, Realities & challenges" West Publishing Co., NY, 1994. p 206.

⁶ Steven L. McShane and Mary Ann Von Glinow, Organizational Behavior, 2nd Ed, McGraw-Hill Co., 2003, P 200.

3.4. Limitation of Study

1. Difficulties related to lack of awareness about the importance of scientific research for employees.
2. Lack of cooperation from some employees in filling the questionnaires.

3.5. Data Analysis and Hypothesis Testing

Researchers had collected data through questionnaires then analyzed them. Results of the analysis shown below:

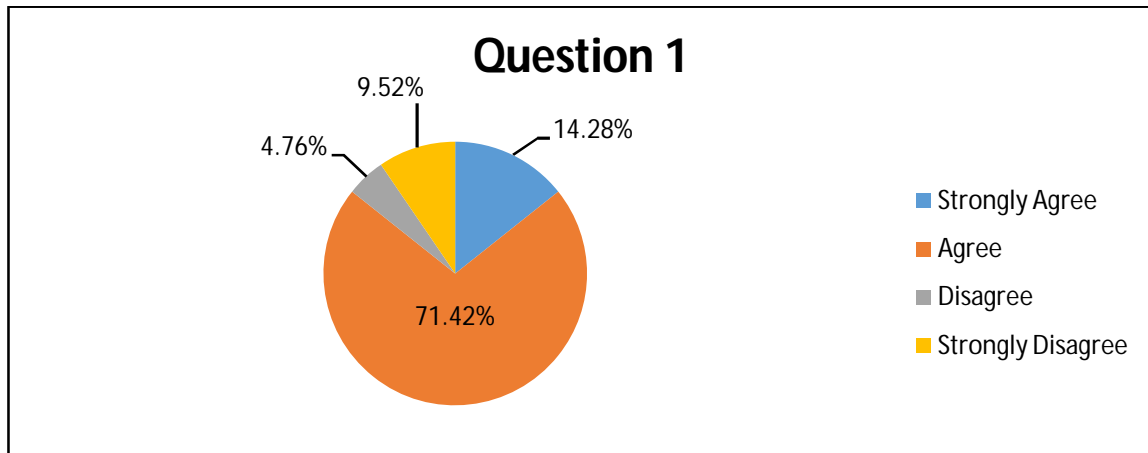


Figure 1

The result of this question shows that 85.7% of employees, they are agreeing that dealing with more than one working group cause stress work, which reflected on employee performance. On the other hand, 14.3% of the employees disagree that the dealing with more than one group doesn't cause stress work, so this means the staff administration suffering from stress, work in deal with more than one group.

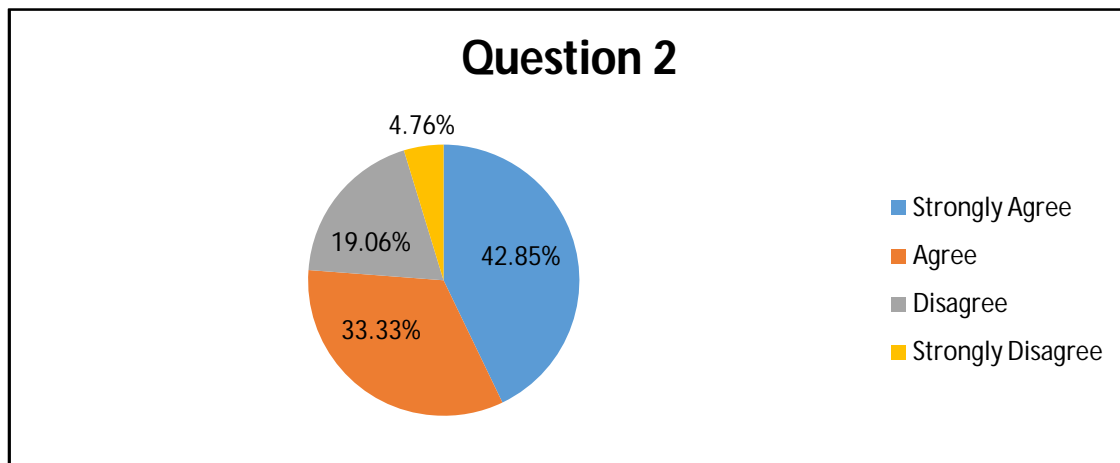


Figure 2

When we look at the result of this question there is around 76.18% of employees agree that receiving orders from more than one responsible party leads to stress work in the employees. On the other hand, 23.82% of the employees disagree that receiving orders from more than responsible party cause stress work.

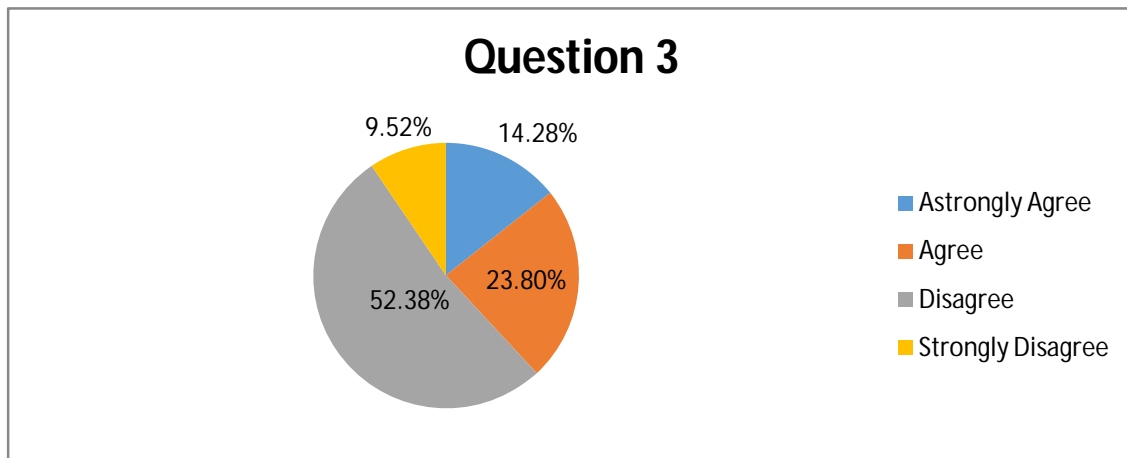


Figure 3

The percent shows 38.08% of the employees agree that the clearness of the objectives cause stress for the employees, otherwise, the 61, 92% of the employees disagree that the clearness of the objective of the work doesn't cause stress work, so this means that there isn't any relation between the clear of the objectives for the employees at work on stress work.

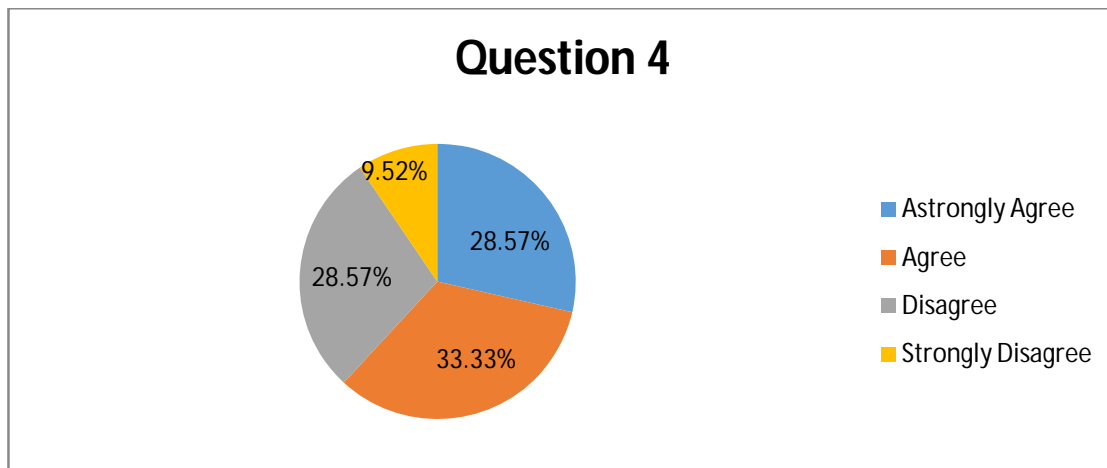


Figure 4

the questions show that 61.9% of the employees agree that giving insufficient training for the employees to do their job causing stress work, on the other hand 38.1% disagree that insufficient training cause stress at work so, this mean insufficient training impact on stress work for employee.

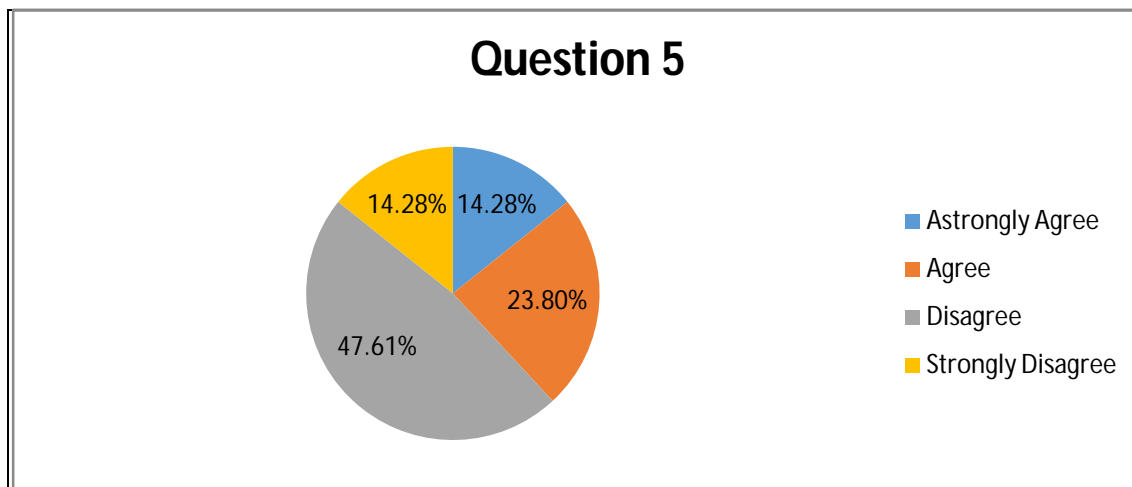


Figure 5

The graph shows that 38.8% of the employees agree that when the working place be full with reviewers that mean doesn't impact on employees and causing for them stress work. On the other hand 61.92% of the employees disagree when working place be full with reviewers doesn't impact on stress work, as a result, when the place be full in reviewers doesn't lead to stress work for employees at GAU.

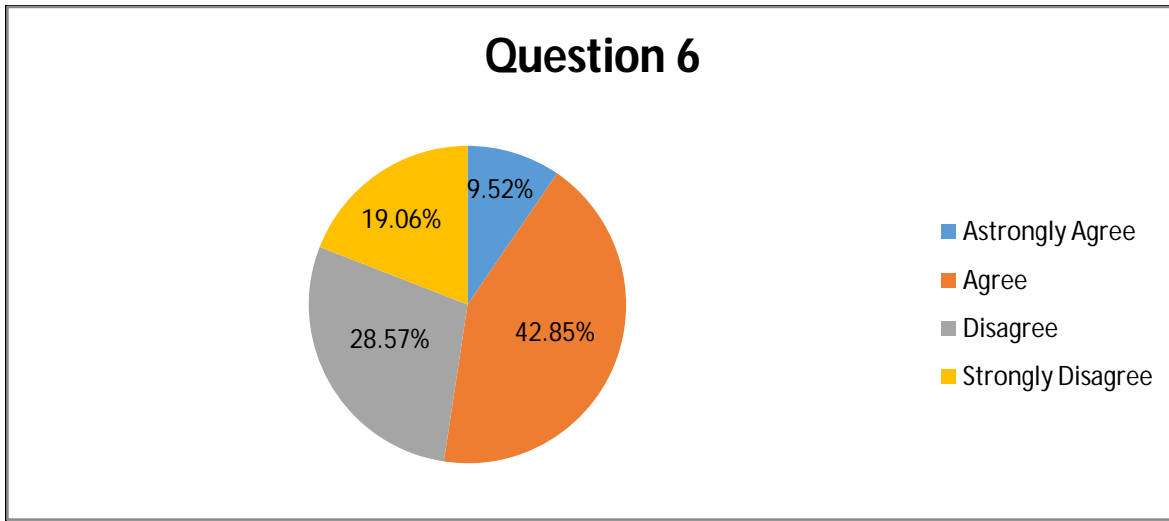


Figure 6

the result shows that 52.37% of the employees agree when there is work loading and not enough rest leads to cause stress work, otherwise, 47.63% of the employees disagree that working loading doesn't cause stress work, this means that not giving opportunity to test fully for the employees lead to stress work for them.

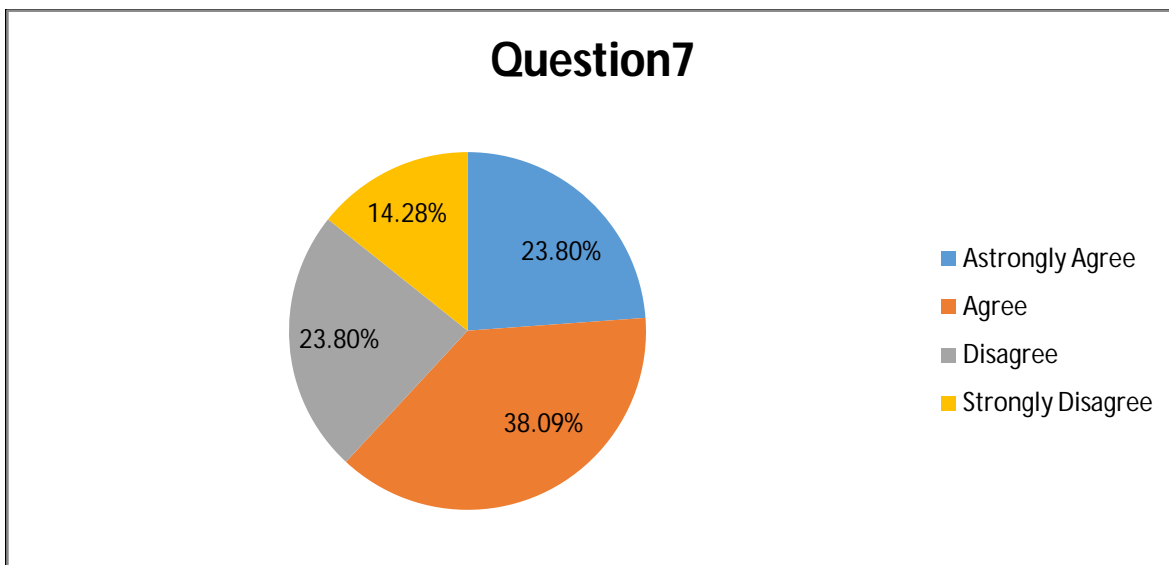


Figure 7

in this question 61.89% of the employees agree the difficulty and complexity of the work leads to impact on the employees' stress work, on the other hand 38.11% disagree that difficulty and complexity does causing for them stress, as a result the complexity of the work cause stress work.

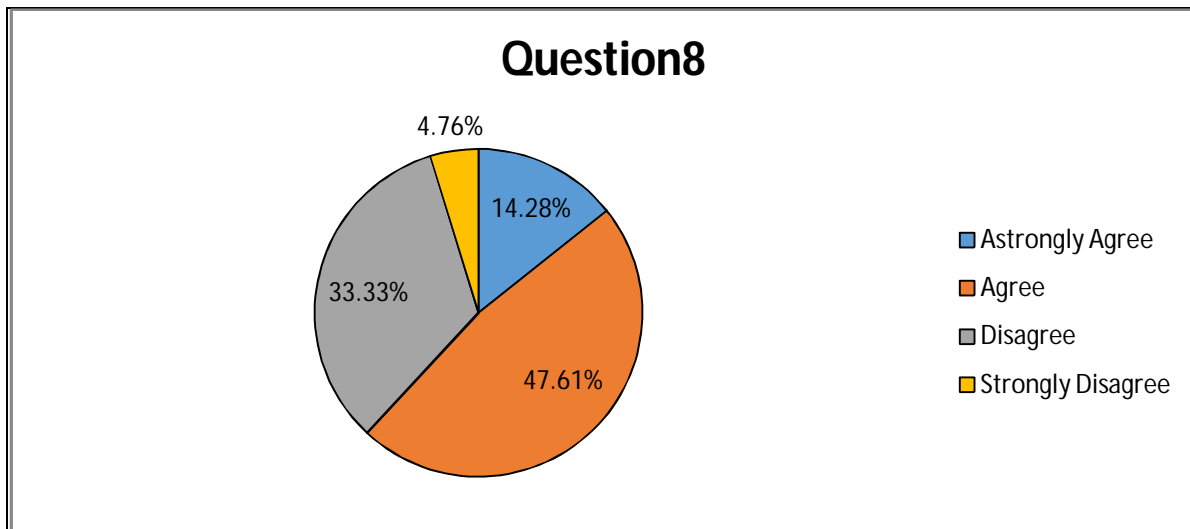


Figure 8

The result of this question shows that 61.89% of the employees they are agree that the narrow working place impacted on the employees and cause for them stress work; on the other hand, 38.11% of the employees disagree that narrow working place doesn't causing stress work. As a result, narrow of working place cause stress work.

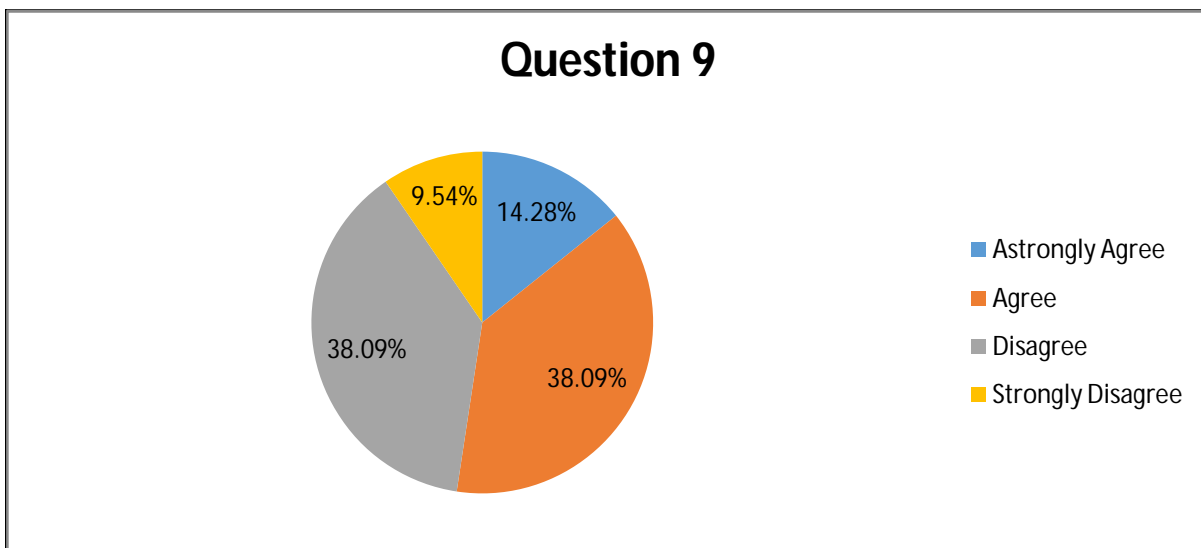


Figure 9

The result shows that 52.37% of the employees agree that supervising a large number of staff causing stress work on the employees, 47.63% of the employees disagree that supervising a large number does not causing stress work, as result, supervising large number of employees lead to stress work.

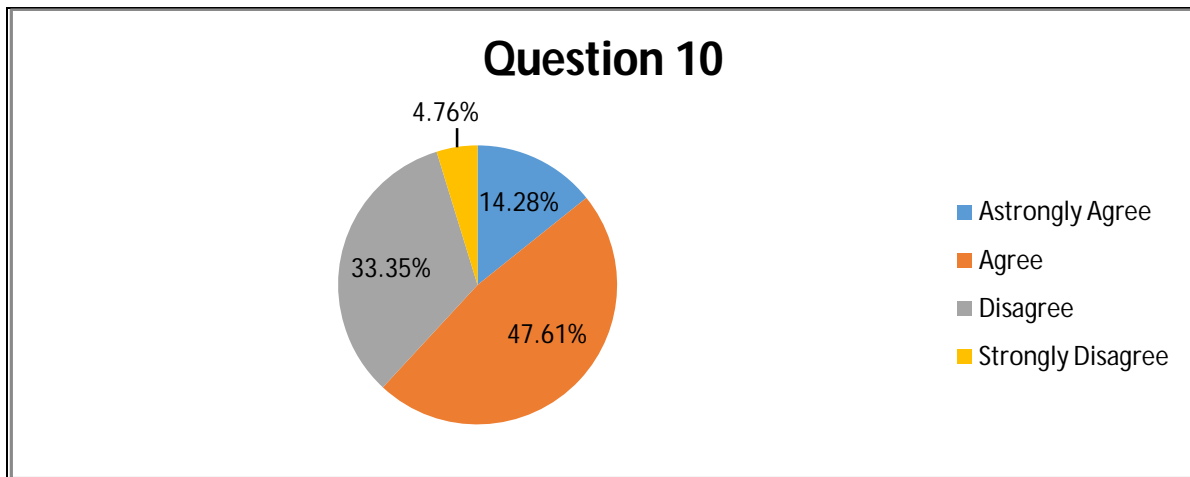


Figure 10

The result shows that 61.89% of the employees agree that ineffective communication and cooperation between departments in the work leads to make stress on the employees. Otherwise, 38.11% disagree that ineffective communication between departments does not cause stress work. As a result, that ineffective communication between departments causes stress work.

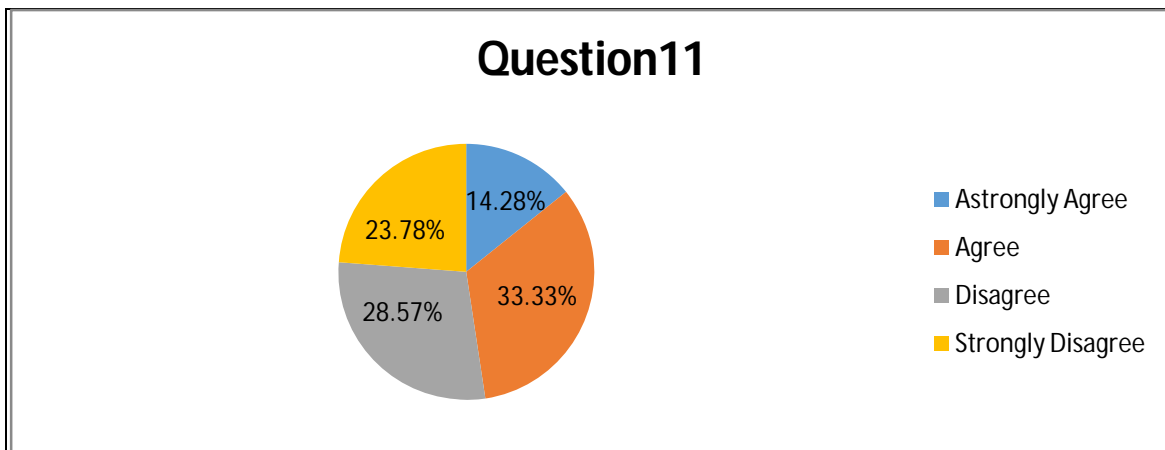


Figure 11

we can see from the result that 47.61% of the employees agree that unavailable physical work tools impact on employees and cause for them stress work. On the other hand 52.39% of the employees disagree that unavailable physical work tools doesn't impact on the stress work, so this mean unavailable physical work tools lead to stress work on the employees at GAU.

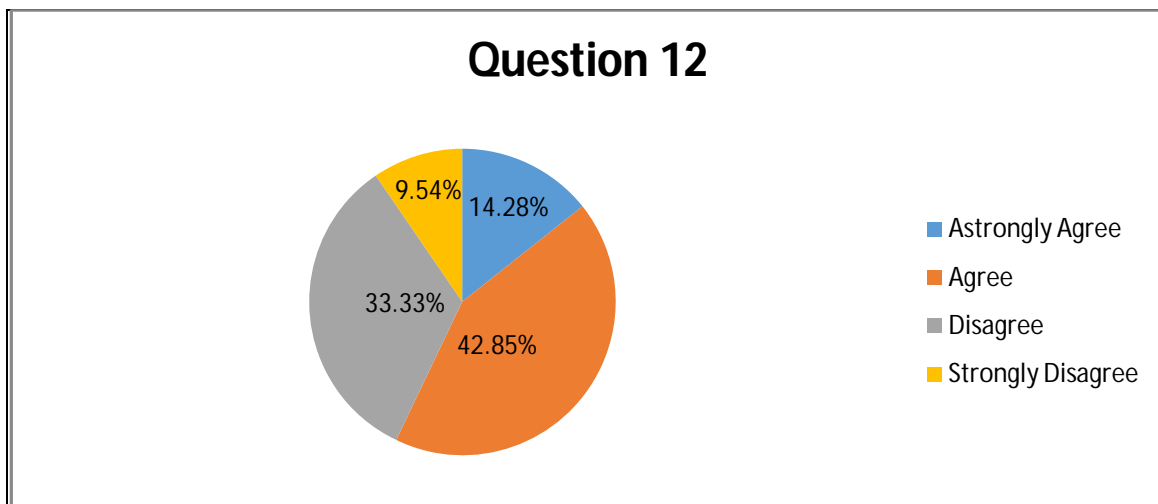


Figure 12

The result shows that 57.13% of the employees agree when the administration doesn't make periodic maintenance for office devices impact on employees which leads to stress work, otherwise the 42.87% of the employees disagree that make periodic maintenance doesn't impact on stress work. As a result unmake periodic maintenance causing stress work.

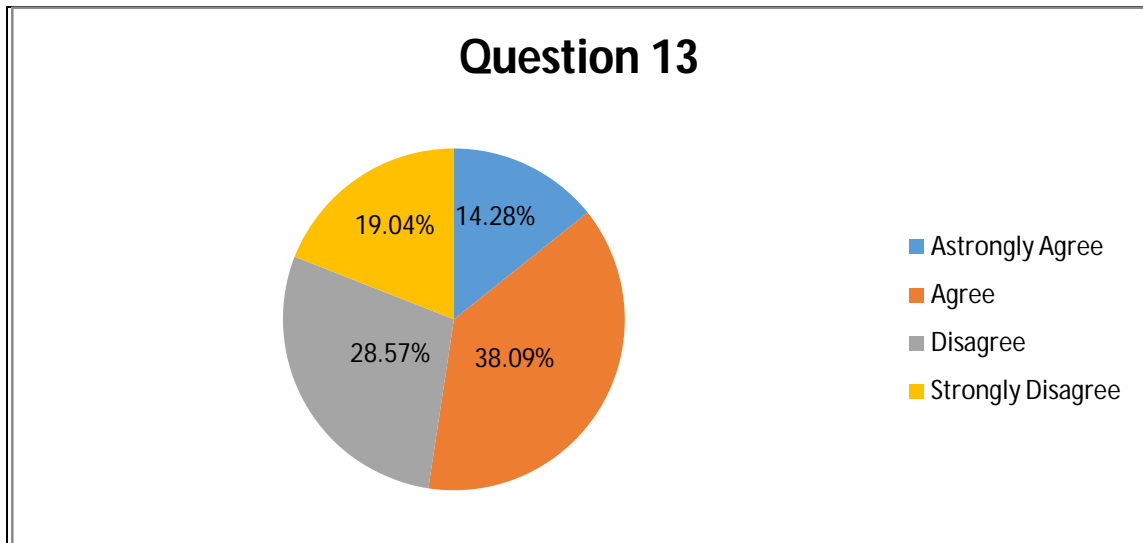


Figure 13

The result gives us that 52.37% of employees agree that the lack (rarely) of contact and communicate between colleagues to solve business problems causing stress work. On the other hand, 47.63% of the employees disagree that rarely contact and communicate between colleagues does not cause stress work. As a result the lack of contact between colleagues in the business lead to stress work and affect the employees at GAU.

4. Results of Study

By analyzing the questionnaires, researchers found that the total percentages for those who strongly agree approximately 17.94%, and those who agree that the internal factors of the University affect the pressure of work have approximately 40.32% on the other hand, the total percentages of employees who did not agree that the internal variables of the University affected the pressure of work approximately 30.02%, as well as the employees who did not strongly agree their percentage are about 11.72%.

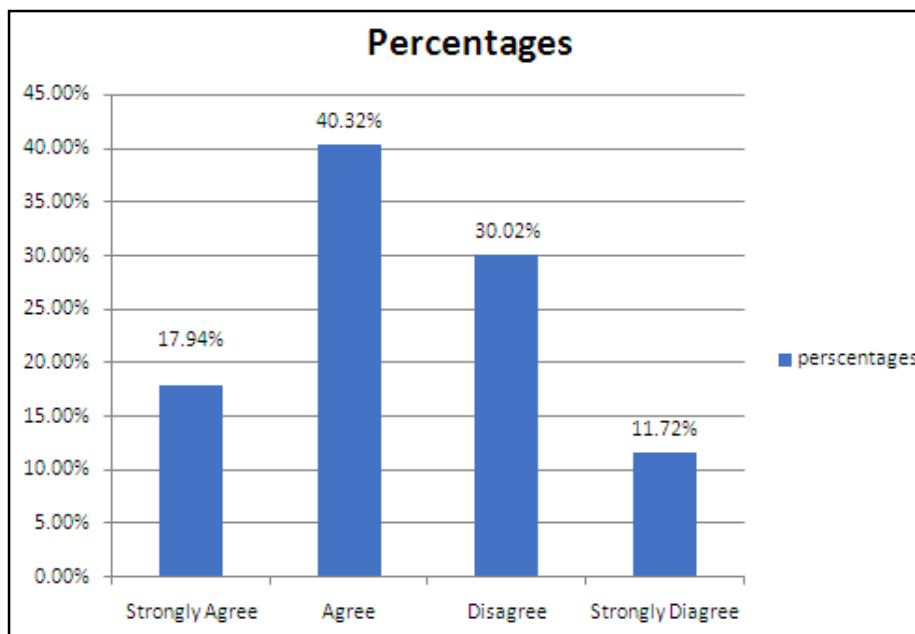


Figure 14: present ages of result of questionnaires

We conclude that the percentage of agreeing that the University's internal factors that affect the work stress are about 58.26% In contrast, the proportion of non-approval of the organization's internal factors affecting the work pressure of about 41.74%.

This means that the hypothesis of research is accepted which show that the organization is internal factors influenced by the pressure of work among workers at the university.

5. Conclusion

The majority of the employees at Girne American University suffering from some internal factors, which, reflected on work stress on the employees.

Due to deal with more than work group, multiple supervisor, and receiving orders from more than responsible part y, work loading and not giving enough rest, complexity and difficulty of the work, could increase the work stress of GAU employees.

So, proper strategies should be made regarding the ineffective communication between departments and insufficient training programs, also the relationship between colleagues, also increase the working place area to reduce work stress and better manage the performance of employees in GAU.

6. Recommendations

After analyzing the data and achieving the objectives of the study, researchers would like to recommend the following for further researches and the decision makers in GAU.

- Further researches and field studies needed to conduct in order to identify the implications of this phenomenon, especially for the level of productivity and efficiency in the service of these organizations.
- A researches deal with the effect of personal qualifications and demographic variables on the relationship between work stress and their implications could be useful and beneficial to the scientific research.
- Researchers propose to conduct research at the university to measure the performance of faculty members and administrators.
- Researches recommend conducting a study on the environmental and social factors affecting workers in universities.
- Management of GAU recommended paying attention to the selection and appointment of the right person in the right place to reconcile between the qualifications of individuals and the requirements of jobs and work environment.
- Further researches and field studies needed to identify the nature of the phenomenon in other service organizations such as hospitals and schools.

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