

EVALUATING EFFECT OF OCCUPATIONAL STRESS ON JOB SATISFACTION WITH MEDIATING ROLE OF CAREER DEVELOPMENT; (CASE STUDY: OIL-GAS EXTRACTING COMPANY OF AGHAJARY)

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Abstract

Today stress is an important factor considered by scientists in management and behavioral sciences. Stress and persistence can lead to irreparable human and material costs. In view of that staff and in general, human resources are included for the most vital asset of any organization, so it is particularly important to regard the job satisfaction of employees in different jobs, especially in industries. We need to study the present statistical population, because oil and gas industry is the most important source of income for Iran. To this end, it examined effects of three stress components - including workload, access information and interpersonal relationships and put mediating variable of career development- on job satisfaction. A descriptive research is of the survey methodology and statistical population used in the research is 2798 official personnel of Oil-Gas Extracting Company of Aghajary, sample size of 338 was obtained using a Morgan table. Using Structural Equations Modeling for confirmatory factor analysis and analysis of relationships between variables and based on the research model, the research results were accepted, are: impacts of workload variables, access to information and career development on employees' job satisfaction. The impact of interpersonal relationships on employees' job satisfaction and workload was rejected on career development; and impact of variables of interpersonal relationships and access to information on career development was accepted.

Keywords: workload, access to information, interpersonal relationships, career development, job satisfaction

1. Introduction

Some people to satisfy their needs set up a work. People need to be employed, because of making income, purposeful physical and mental activity, creating opportunities for communicate and for social contact, feelings of competence and self-esteem. The characteristic of a healthy organization is that mental and physical health of professionals as the production and productivity have been emphasized as should be interested in the management. Occupational stress is an important issue in studying the organizational behavior and has penetrated in human resource management, for different reasons. Occupational stress as one of major occupational hazards is taken into account in modern age, and can induce decrease in productivity,

absenteeism, labor force displacement, work conflicts and the highest health care cost to employees. It can be argued that stress or mental pressure is associated with human life and is an integral part of life today (Ablord, 2003: 123). Given that the stress and its persistence can lead to irreparable human and material costs, our strategies might be to reduce or minimize the negative stress and maximize the positive stress (Golmache & Valterch, 1996: 12). Despite existence of beneficial stress and being some stress necessary to motivate people, but when discussed, the negative consequences would be drawn and the stress is intentioned to be harmful (Alvani, 1992).

Stress at the workplace is causing a lot of damage and loss both to individuals and organizations. According to a rough estimate, handling problems resulting from working would bring about loss of \$75-90 billion annually, or about 10% of the GDP for the U.S. economy. A study in England has shown that stress-related diseases remove 180 million work days every year (Ghasemi & Attar, 2013). Therefore, it is essential to investigate this important issue by researchers associated. The problem in Iran and in various industries and sectors has being studied that the research, followed by these researches, chose its case study to be Oil and Gas industry. I.R.Iran's revenue of 80% has being made from oil and gas resources (Mohammadi & Baratzadeh, 2013). Meanwhile, Oil-Gas extracting company of Aghajary is the second largest oil producer in South Oil-Producing Regions (Oil-Gas extracting company of Aghajary, <http://agogpc.nisoc.ir>). So choosing the company as a case study, an appropriate choice in the industry is mentioned. The purpose of this study was to investigate the effects of occupational stress on job satisfaction with regard to career development as a mediator variable. Continue to, with literature and background review of research, hypotheses and a conceptual model got presented. Then the methodology and results of data analysis are presented and lastly discussion and conclusion.

2. Theoretical contexts and research background

Stress is a phenomenon known in the community which itself shows at various stages and levels with the positive and negative consequences. At one end of the spectrum is the normal stress even that is essential for life and growth, and that is, when creates the necessary stimulation to accommodate with changing conditions in the individual, other end of the spectrum, excessive high stress puts serious and adverse effects on human health and well-being (Hubbard and Workman, 1997: 1-10). According to Lazarus, Folkman, stress was defined: "as an individual's reaction against the environment, threatening his/her abilities and resources and endangering his/her health (Lazarus and Folkman, 1984: 7-10). Each person's job would be one of the most important sources of creating stress. In definition of Cooper, occupational stress results from the interactions between the individual and the work environment (Modonipour and Shahrara, 1990:37-38). Arnold and Feldman (1989) defined occupational stress to be individuals' reactions towards new factors or the factors threatening to people in their workplaces (Nike, 2004, 73). In Randall's definition of occupational stress, it is the interaction between working conditions and occupational personal characteristics so that workplace demands and consequently, the associated stress are greater than the individual coping with (David, 2006, 32). Beir and Newman believed occupational pressure, the conditions under which the interaction between people and their jobs will arise, and it is associated with changes to them, getting them to get away from their normal practice. Cooper believed that because numerous groups of people engaged in work outside the home, however, stress research should be focused on occupational stress (Hartoop, 1983, 11). Hans Selye in 1965 began the study of occupational stress. Among multicolored stress

people experience, high level is to occupational stress. Karimi et al (2000), in a research, would account the most important outcomes of occupational stress for job dissatisfaction and the stress is why being job dissatisfaction. Given that one of the important factors in job success is job satisfaction and the factor that improves personal performance and satisfaction, individuals with higher job satisfaction are further motivated in doing duties (Khavari, 2003). Studies show that the work environment and occupational stress can cause mental illness to employees or expedite the process for mental illness to be released. Looking forward job experience, the person engaged upon mental illness and disabilities and lame duck (Jennifer, 2008; Therese & Pauline, 2008).

According to other studies, it insisted on the effects of occupational stress on mental and physical health of employees, based on these studies, it illuminated job environment and occupational stress impact negatively on psychic and physical health. Brozsuky (1984), based on 18-year experience and more than 2000 patients in the study, believed that occupational stress is: anxiety, fear, insomnia, irritability, fatigue and inability on concentration, and medical conditions such as disorders of cardiovascular and gastric, intestinal. Green Lund et al (1995) and Teoriel and Karasek (1996) have emphasized on the relationship between occupational stress and cardiovascular disorders. Shanker and Famouyava (1991) have reported that low-level mental health had been related to high-level occupational stress and low social support (Marc, 2006).

While often being studied stressing in official clerks and self-employed people, the little research has been done on exposure industries workers' stressing to high risks. Workers in oil rigs are a clear example of the latter group. The work environment of those workers is in dangerous and causes social isolation and consequently, vulnerability to psychological factors. Approximately 34,000 people involved in the North Sea oil rigs. Although these lifestyle results have been not investigated yet, injuries and psychological distress of such workers have induced managers' preoccupation (Estora et al, 1998, 70). Cooper and Davidson and Robinson's study on the police officers confirmed that the temporary depression of police officers is caused by their overwork (identical), and Junior and Bartram (2008) found a significant relationship between stress and job satisfaction among nurses (Ringold, 2006: 295). Overall, in the survey results among different factors, viewed that there is a significant correlation between the total stress and job satisfaction and at high level. Above results have been approved of various studies conducted in Iran and other countries; for example, they have been confirmed in studying managers of country's industrial sector (Abtahi & Alvani, 1997: 45-52), managers of Medical University of Baghiatollay (Azadmarz Abadi, 2007, 15-22) workers of Machine manufacturing Arak factory (Rafei, 1994: 65-75), stress and mental pressure result from the work environment on the performance of human resources of organization of employment and administrative affairs (Heydari, 1993). Further, Reinhart's research on the pilots are exposed to airplane crash (1986), Bougard's research on the interaction between stress and fatigue and depression (1973), and research on relationship between stress and job satisfaction (1996) have been somehow confirmed the mentioned results based on being stressful conditions in workplace and family environment in military and civilian environments (Azadmarz Abadi, Tarkhani, 2007: 121-129). In various studies, it has calculated the correlation between occupational stress and job satisfaction. It obtained, for example, a significant relationship between occupational stress and job satisfaction, in a research (Reinhart, 1966: 75-79). Variables in this study include workload, access to information, interpersonal relationships, career development and job satisfaction.

Access to information and interpersonal relationships are so clear meaningful that they do not need to be defined and explained. So, following on, three terms, workload, career development and job satisfaction are described in more. "Workload" means that a person employed who is responsible for or committed to something cannot do any. Now, people may fail to do tasks, due to not having time or enough time or they have needed skills to do so, that in both cases the person is experiencing stress. "Career Development" also means added responsibilities and job descriptions, which don't enrich job and don't deepen it; and career development has not increased the person's authorities, but increased amount of work a person must do. "Job satisfaction" is also a positive sense a person will find in oneself assessment of the job. Such a positive, satisfaction mood creates mental health and motivation to further work (Laki, 2014).

3. Development of the research hypotheses and conceptual model

The research, according to past studies and the research background assumes that in an organization, job satisfaction is influenced by components making context of occupational stress. As well as the career development is affected by occupational stress factors. Thus, seven assumptions are outlined below and next the research conceptual model is presented:

1. Workload impacts on job satisfaction.
2. Access to information impacts on job satisfaction.
3. Interpersonal impacts on job satisfaction.
4. Workload impacts on career development.
5. Access to information impacts on career development.
6. Interpersonal impacts on career development.
7. Career development impacts on job satisfaction.

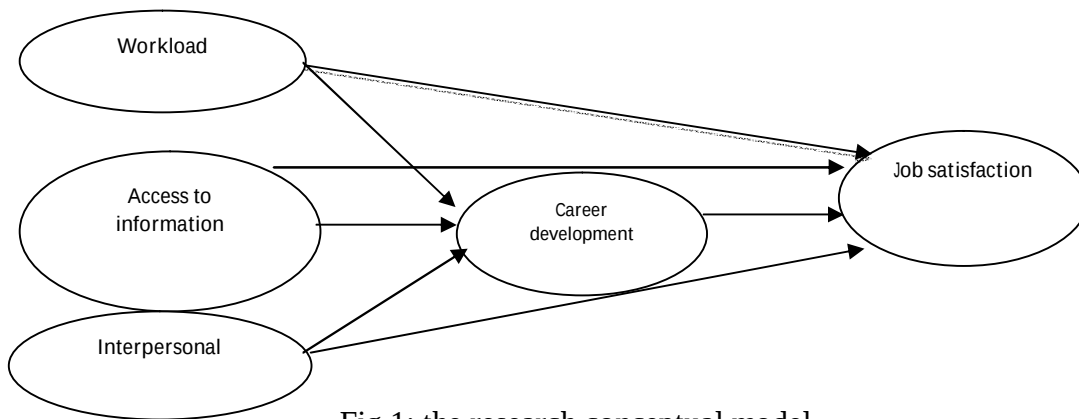


Fig.1: the research conceptual model

4. The Research Methodology

The Research Population and Sample: The research is practical, descriptive and survey research in terms of objectives and in terms of data collection method, respectively. The statistical population consisted of 2798 official employees of Oil-Gas extracting company of Aghajary, a sample as many as 338 was selected using a Morgan Table and 297 questionnaires were returned. In this study, random sampling has been used.

Measuring the research variables: Content validity of the questionnaire, being used, was approved by experts and professors of Islamic Azad University, Shoshtar Branch. Cronbach's alpha was used to determine the reliability of the test. In Table 1, Cronbach's alpha for each of the variables is presented that is acceptable.

Table1. Cronbach's alpha

Variable	The number of questions of component	Cronbach's alpha
Workload	4	0.84
Access to information	4	0.77
Interpersonal relationships	4	0.80
General component of occupational stress	12	0.78
Job satisfaction	13	0.67
Career development	4	0.82

5. Results of Data Analysis

Confirmatory factor analysis results

The first step is to fit the measurement patterns. IT has been 4-agent analyzed by questions, knowledge management, learning culture and organizational agility. The parameters of fitting pattern are given in Table 2.

Table2- General Parameters for fitting measurement patterns

Variable	CIMIN/DF	RMSEA	RMR	GFI	TLI	IFI	NFI	CFI
Workload	2.82	0.05	0.01	0.99	0.98	0.98	0.99	0.98
Access to information	2.34	0.04	0.005	0.99	0.99	0.98	0.98	0.98
Interpersonal relationships	1.84	0.04	0.01	0.99	0.98	0.98	0.98	0.98
Career development	2.61	0.05	0.01	0.99	0.98	0.99	0.98	0.98

Fitness measures are in the acceptable range for all measurement parameters. These measures indicate a good fit to parameter by the data and data collected clearly support the model. The relevant factor loads were all higher than 0.3 and significance level of 0.000.

Results of modeling analysis of structural equations in original model

After review and approval of the measurement model in the first step, to test the hypotheses, in second step, the model of structural equations is fitted and analyzed. Also total parameters in fitting model are presented, in Table 3.

Table 3- fitness parameters of original model

TLI	IFI	CFI	NFI	AGFI	GFI	RMSEA	RMR	CMIN/df	
0.95	0.93	0.93	0.93	0.91	0.91	0.05	0.03	1.64	
0.9<	0.9<	0.9<	0.9<	0.9<	0.9<	0.08>	0.08>	1> & 3<	Acceptance range

Results of provided information in table 3 are as follows:

Output results of Amos in the standard estimation section indicate that the model of path analysis is an appropriate model. A normal chi-square is 1.64 which is between 1 and 3. RMSEA value of model is 0.05 and an appropriate one, as well as all values of GFI and AGFI and NFI and CFI and TLI and IFI are close together and higher than 90%. Finally, value of RMR is close to zero. Fitted values for the model parameters are all in acceptable area, these parameters showed a good fitness of the model by the data and the collected data support the model well. Hypotheses with regression coefficients and partial parameters values related to each hypothesis are presented in Table 4.

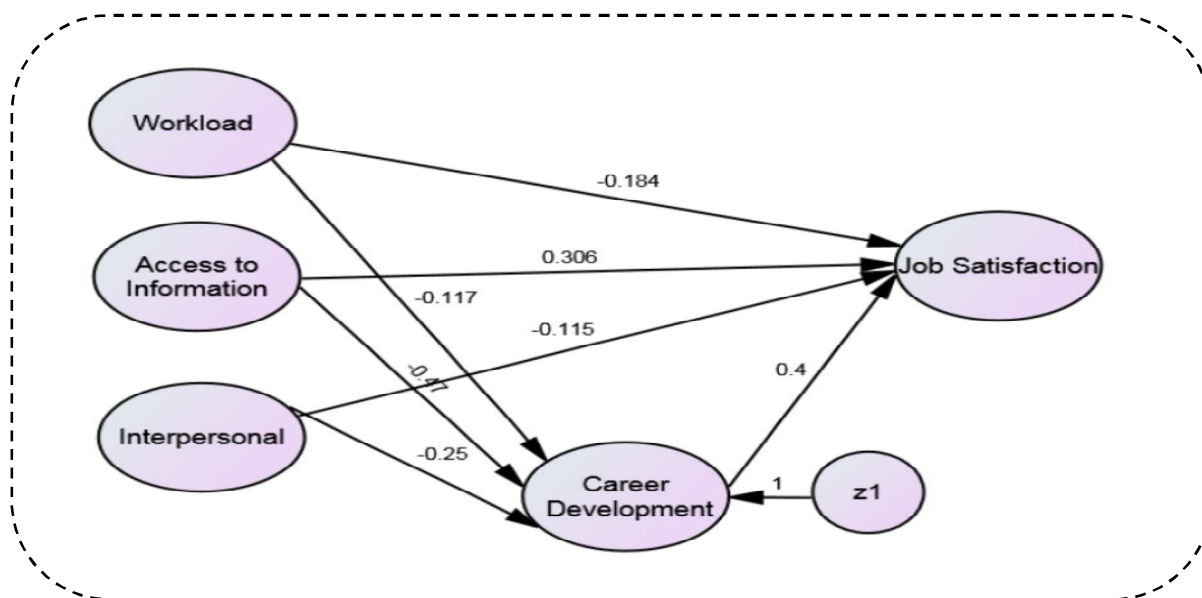


Fig.2- output of software

Table 4 - Results of testing the hypotheses

Hypotheses			Sample size	Significance number	Correlation coefficient	Result of test
Workload	→	Job satisfaction	297	0.028	- 0.184	Acceptance
Access to information	→	Job satisfaction	297	0.009	0.306	Acceptance
Interpersonal relationships	→	Job satisfaction	297	0.165	-0.115	Rejection
Workload	→	Career development	297	0.177	-0.117	Rejection
Access to information	→	Career development	297	0.000	0.470	Acceptance
Interpersonal relationships	→	Career development	297	0.010	-0.258	Acceptance

Career development	→	Job satisfaction	297	0.003	0.400	Acceptance
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(Source: output of software)

6. Discussion and conclusions

The results of examining the research hypotheses show:

Hypothesis 1: Workload impacts on job satisfaction: results of path analysis showed that the workload impacts on job satisfaction to be -0.184.

Hypothesis 2: Access to information impacts on job satisfaction: results of path analysis showed that the access to information impacts on job satisfaction to be 0.306.

Hypothesis 3: Interpersonal relationships don't impact on job satisfaction.

Hypothesis 4: Workload doesn't impact on career development.

Hypothesis 5: Access to information impacts on career development: results of path analysis showed that access to information impacts on career development to be 0.306.

Hypothesis 6: Interpersonal relationships impact on career development: The results of path analysis showed that interpersonal relationships impact on career development with coefficient of – 0.258.

Hypothesis 7: Career development impacts on job satisfaction: The results of path analysis showed that career development impact on job satisfaction with coefficient of – 0.400.

This study has examined the impact of occupational stress on job satisfaction with mediatory role to career development in Oil-Gas Extracting Company of Aghajary.

Many previous studies showed a significant relationship between occupational stress and job satisfaction (Reinhart, 1966; Cassidy, 1999; Attar, 1995).

Some previous studies show the relationship between components of occupational stress and job satisfaction.

This finding is consistent with previous research highlighting the detrimental consequences of work overload, low information and interpersonal (Barriball & While, 2012; Rizzo & Lirtzman, 1970). Besides, heavy workload and low access to information leading to a high level of job stress reduce quality of staff (Bailit & Blanchard, 2004)

According to the results and in terms of the theories of occupational stress, one of the determinants of occupational stress is to be interpersonal relationships which is established based on feelings, experiences, beliefs and assumptions of their own behavior and others' in the workplace (Soleymani et al, 2011). The results of this study show that two components forming the job satisfaction, i.e. workload, access to information impact on job satisfaction. Career development also impacts on job satisfaction. Therefore to make job satisfaction, it is necessary that these items to be considered specially.

In short, we can say that employees, whose job is to develop, have balanced and good workload and they have made access to information of organization more and better job satisfaction.

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