

WORK STRESS AND JOB SATISFACTION OF SECONDARY SCHOOL COUNSELLORS.

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ABSTRACT

This study investigated the relationship between work stress and job satisfaction of secondary school counsellors and the relationship between work stress and job satisfaction due to gender of secondary school counsellors. Two research hypotheses were formulated. A questionnaire constructed by the researcher was used to collect the data. To test for the hypotheses 210 secondary school counselors were used. A correlational design was used for the study. The data for hypotheses were analyzed using correlation coefficient analysis. The findings of the study showed that there is no significant relationship between work stress and job satisfaction of secondary school counsellors. Also there is no significant relationship between work stress and job satisfaction of male and female secondary school counsellors. The implication of these findings is:- Counsellors who perceived work stress or not should not equate it with job satisfaction.

Keywords:- Work, Stress, Job, Satisfaction, Counselor, Gender

INTRODUCTION

The success of any work organization is to a large extent determined by the professional outcome of its workers' productivity. Productivity in this case is measured in terms of how much of the psychosocial factors interacting within the work organization. A research finding such as the survey study carried out by Ngwu (1988) on the relationship between stress and job satisfaction supports the view that stress had relationship with a person's job satisfaction.

Stress has been looked at from different angles and researchers on the concept have given different definitions to it according to their orientations. McGrath (1990) viewed stress as involving an interaction of person and environment and that the extent to which such an interaction is stressful depends on several factors. He further explained that there is a potential for stress when an environmental situation is perceived as presenting a demand that threaten to exceed the person's capabilities and resources for meeting it.

Human behavior is complex. Such is noticeable in the different stress levels perceived by members of the society. What is stressful to one person may not be stressful to another. Dua (1994) found that among white-collar occupational groups female teachers reported significantly greater stress in a number of factors than male teachers. This difference to a large extent may affect the stress level of workers which in turn affect job satisfaction.

In a study carried out by Norlander (200) on the role of stress upon performance as a function of age and personality type, he found that individuals (i.e. those demonstrating high positive affect and low negative affect showed the best performance under the influence of stress whereas the high affective (i.e. high positive affect and high negative affect) showed the lowest levels of systolic blood pressure during resting.

The concept of job satisfaction traditionally has been of great interest to social scientists concerned with the problems of work in an industrial society. A number of consequences been shown to result from job satisfaction or dissatisfaction both with respect to the workers' psychological well-being and with respect to the effective functioning of organizations.

Lock (2002) viewed job satisfaction as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. Job satisfaction represents an interaction between employees and their work environment by gauging the congruence between what employees want from their jobs and what employees felt they received.

Ngwu (1994) revealed that there is no significant relationship between the stresses perceived and job satisfaction of teachers. Gruneberg(2000) contended that satisfaction or dissatisfaction with an area of life is a function of the degree to which one finds satisfaction for the major need in the area of living. Poor interpersonal staff relations/conflicts such as staff gossip, noise and other f disturbances from neighbouring classes and poor personal relations with students like threat and physical violence from students could result to psychological strain in the form of low job satisfaction.

Lovrich and Stohar (1993) in their survey study of gender and job stress of jail staff in United Kingdom observed that female staff generally reported higher levels of job stress. This finding supports the position that there is a gender difference in the work attitude of reported job stress. It is possible that this difference is due to the hostile work environment faced by many female staff.

People engage in works like counselling, teaching among others to satisfy various needs. Also people take to different jobs for sustenance. Job requires either the willingness to work with others or to direct the work of others. Although the wish of every counsellor in Cross River State is to achieve success in their work places, most of those presently working in secondary schools tell woes, frustration, which could be interpreted as work dissatisfaction too.

This lack of job satisfaction tends to be stressful to counsellors. Saaman (1991) said that counselors showed this by having mood and sleep disturbances, headache, increase in heart rate and blood pressure, deterioration of body tissues, pains, backache, skin rashes, indigestion, fatigue, constipation, common cold, self induced phobia and at times severe cases of depression. Although, Saaman has mentioned the signs or symptoms leading to the relationship between work stress and job satisfaction there is still a lot of uncertainty in the relationship between these variables.

Statement of the problem

The general concern of counsellors in Cross River State Secondary Schools is the effective development of students' potentials. This lopsided or lack of development of students potentials in the State might not be unconnected with the inability of school counsellors to effectively handle their counselling responsibilities particularly as it concerns creating and engendering awareness by students on career and vocational prospects they are bound to face after school. To this end counsellors in this setting cannot be said to have fully achieved success in day – to – day activities. A number of factors may be responsible for this development. Principally, the counsellors work situation might be very stressful. The stressful situation tends to lead to job dissatisfaction. This inability and ineffectiveness of counsellors to perform well in their jobs because of stress have manifested on the behaviour and inability of the students towards choice of career as well as choice of subjects for the

senior school certificate examination. There is also increase in students' involvement in cult activities, riots, examination malpractice, armed robbery, pick pocketing, raping, escapist drinking, smoking, drug addiction, stealing, obtain by trick, fraud, destruction of public properties, assault, wandering and impersonation (Animashaun 2004).

It is against this problem stated above that the present study sought to find out whether any relationship exists between work stress and job satisfaction of secondary school counsellors.

Purpose of the study

The study intended to find out the relationship between work stress and job satisfaction of secondary school counsellors. Specifically the study investigated whether there is any relationship:

1. between work stress and job satisfaction of secondary school counsellors.
2. between work stress and job satisfaction of male secondary school counsellors.
3. between work stress and job satisfaction of female secondary school counsellors.

Null hypotheses

The following null hypotheses were formulated and tested at 0.05 level of significance to guide the study.

1. There is no significant relationship between work stress and job satisfaction of secondary school counsellors.
2. There is no significant relationship between work stress and job satisfaction due to gender of secondary school counsellors.

METHODOLOGY

The design of the study was survey design, specifically correlation coefficient. The area of the study was the secondary schools in three education zones in Cross River State. That is Calabar, Ikom and Ogoja. The population was three hundred (300) secondary school counsellors. Proportional random sampling was used to select two hundred and ten (210) counsellors- seventy (70) counsellors from each of the zones. This number consists of 148 male and 62 females.

The instrument for gathering data was a questionnaire constructed by the researcher. The data were analyzed using correlation coefficient.

RESULTS

Table 1: Correlation Coefficient between Work Stress and Job Satisfaction of secondary school counsellors.

	W	J	N	Sig
Pearson Correlation W	1.000	.188	210	
J	.188	1.000	210	0.003

Data in table 1 above affirmed that the correlation coefficient between work stress and job satisfaction of secondary school counsellors in Cross River State was 0.188. This value indicated a very low relationship between work stress and job satisfaction of secondary school counsellors in Cross River State. Again it was found not to be significant at 0.003 less than the critical value of 1.960. $P > 0.05$. In all there was no significant relationship between work stress and job satisfaction. The null hypothesis which states that there is no

significant relationship between work stress and job satisfaction of secondary school counsellors was retained. The implication is that when counsellors perceived stress, no incentives or working conditions would change the level of stress.

Table 2: Correlation Coefficient between Work Stress and Job Satisfaction of Male secondary school counsellors.

		W	J	N	Sig
Pearson Correlation	W	1.000	.164	148	
	J	.164	1.000	148	0.023

Data in table 2 above affirmed that the correlation coefficients between work stress and job satisfaction of male secondary school counsellors in Cross River State was 0.164. This value indicated a very low relationship between work stress and job satisfaction of male secondary school counsellors in Cross River State. Again it was found not to be significant at 0.023 less than the critical value of 1.960. $P > 0.05$. In all there was no significant relationship between work stress and job satisfaction of male secondary school counsellors in Cross River State. This implied that the work stress perceived by male secondary school counsellors in Cross River State can not be changed by job satisfaction.

Table 3: Correlation Coefficient between Work Stress and Job Satisfaction of Female secondary school counsellors.

		W	J	N	Sig
Pearson Correlation	W	1.000	.242	62	
	J	.242	1.000	62	0.029

Data in table 3 affirmed that the correlation coefficient between stress and job satisfaction of female secondary school counsellors in Cross River State was 0.242. This value indicated a low relationship between work stress and job satisfaction of female secondary school counsellors in Cross River State. Again it was found not to be significant at 0.029 less than the critical value of 1.960. $P > 0.05$. In all there was no significant relationship between work stress and job satisfaction of female secondary school counsellors in Cross River State. This implied that the work stress perceived by male secondary school counsellors cannot be changed by job satisfaction when compared with the female counsellors. Although, the relationship between work stress and job satisfaction of male and female secondary school counsellors was not significant, the null hypothesis which states that there is no significant relationship between work stress and job satisfaction due to gender of secondary school counsellors was retained. The implication is that in any organization or school where men and women are found, there is no amount of incentives that would be offered to change the work stress that the male secondary school counsellors may perceive.

DISCUSSION

The discussion of results as obtained from the analysis of data which showed the relationship between work stress and job satisfaction due to gender will be discussed.

The result of the study revealed that there was no significant relationship between work stress and job satisfaction of secondary school counsellors. This means that work stress and job satisfaction can exist without affecting the other. However, the result of the present findings corroborates the findings of Ngwu (1994) that there is no significant relationship between the stress perceived and job satisfaction. On the other hand, the result of this

findings do not support the findings of Ngwu (1988) that a person's stress level in most cases influences his likes and dislikes which go on to influence his satisfaction positively or negatively in a job.

The result of the analysis on there is no significant relationship between work stress and job satisfaction due to gender of secondary school counsellors revealed that there is was no relationship. The null hypothesis was retained. This showed that no matter the degree of job satisfaction, a counsellor will still perceive stress. This is to show that whether there is job satisfaction or not it does not cause work stress of male and female counsellors in their work places.

The findings of this study do not support the findings of Lovrich and Stohr (1993) that female staff generally reported higher level of job stress. Also Dua (1994) said that female teachers reported significantly greater stress on number of factors than male teachers.

CONCLUSION

It is an indisputable fact that the success of any industrial organization lies in its human resources. One obvious approach to work stress is through job satisfaction. There is sufficient evidence that an organization or school that posts better and job satisfaction is the most sought for by potential employees. Good working conditions attract and retain better employees.

Therefore, the stress perceived by secondary school counsellors in their work situation may not be affected by the satisfaction they derived from their job. Also the stress perceived by male and female secondary school counsellors may not have relationship with their job satisfaction.

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