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Department of Higher Education
Yangon University of Distance Education**

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A Study on Job Stress of Office Staff from Yangon University of Distance Education

Khin Ya Mone¹, Ma Aye², Theint Thiri Zan³

Abstract

This paper was intended to study job stress of office staff from Yangon University of Distance Education. The participants were one hundred and seventy eight persons - 17 males and 161 females. Participants in this study were office staff between 20 years to 59 years old. A set of questionnaire contains (24) items. The questionnaire forced-choice method was used in this study. The data analysis was done by Descriptive method to present the data in the form of table and figures to describe some of its characteristics. According to the result, office staff had low job stress and they enjoy their work satisfactorily.

Keywords: Job Stress

Introduction

Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker [National Institute for Occupational Safety and Health (NIOSH) 1999]. A model of job stress that focuses on organizational and job related stress is presented. Job stress is conceived as a first-level outcome of the organization and job, it is a feeling of discomfort.

Job stress, within the context of workplace health, refers to a physiological condition in which work-related duties and responsibilities become burdensome and overwhelming to the point that it imposes unhealthy effects on the mental and physical wellness of employees. The workplace is often a breeding ground for stressful situations because of the relative high expectations and priorities assigned by employers. The clash of multiple personality types between employees and the fear of losing a source of income can also factor into creating job stress.

Job stress matters to our health and our work. Job stress can lead to poor health and even injury. Stressful working conditions can also impact health indirectly by limiting our ability or motivation to participate in other health promoting behaviors such as eating well and exercising. Job stress comes in different forms and affects your mind body in different ways. Job stress can occur when there is a discrepancy between the demands of the environment or workplace and an individual's ability to carry out and complete these demands. Major stress comes from having too much or not enough work or doing work that doesn't satisfy you.

Stress has been defined in different ways over the years. Originally, it was conceived as pressure from the environment, then as strain within the person. The generally accepted definition today is one of the interactions between the situation and the individual. Stress releases hormones that speed up your heart, make you breathe faster, and give you a burst of energy. Stress can be useful when you need to focus on or finish a big project. But too much stress or being under stress for too long isn't good for you. Constant stress can make you more likely to get sick more often. Stress can undermine the achievement of goals, both for individuals and for organizations.

Stress is a psychological factor and a common feature of almost every kind of work; industrial – organizational psychologists have long been involved in its study and prevention. Although clinical and medical psychologists along with physicians and physiologists have for many years been concerned with the effects of stress on health, industrial psychologists have only recently – since the mid-1970s – begun to focus their attention on the importance of stress in the workplace.

Selye (1976) conceptualized two categories, namely good or desirable stress (eustress) and bad or undesirable stress (distress). Eustress is pleasant, or at least challenging, and can

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produce positive effects such as the maximization of output and creativity. Distress is likely to result in a loss of productivity and a decline in overall levels of well-being. Stress is an integral part of everyday life and simply cannot be avoided.

Shirom (1982) defined stress as an individual's perception that environmental demands (stressors) exceed his or her capabilities and resources, thus leading to negative outcomes. Similarly, Selye (1976) described stress as an imbalance between the body's resources and the demands made upon it. Lazarus (1991) who postulated that occupational stress is a process, involving a transaction between an individual and his or her work environment.

Methodology

Objective

The purpose of the present study is to find out the levels of job stress of office staff from Yangon University of Distance Education.

Hypotheses

- (1) Job stress of office staff in Yangon University of Distance Education differs according to their gender.
- (2) Job stress of office staff in Yangon University of Distance Education differs according to their age level.
- (3) Job stress of office staff in Yangon University of Distance Education differs according to their occupational level.

Participants

In this study, office staff from different positions and different departments were used. The total numbers of the participants were 178. Data for the study were collected from ten administration departments.

Instruments

The questionnaire consists of (24) items concerning job stress. In the questionnaire clear instruction was given to the subject. The items included three-point scale concerning never, sometimes and often.

Procedure

One hundred and seventy-eight participants from different departments completed the questionnaire voluntarily. Time duration for data collecting was about one month. It took about 20 minutes for each subject to finish the questionnaire. After the items were scored with scoring key, all the data were put into the computer. The data analysis was done by Descriptive method to present the data in the form of tables and figures to describe some of its characteristics.

Results and Discussion

Table (1) Gender distribution of the participants

Gender	Frequency	Percentage
Male	17	9.68 %
Female	161	90.4 %
Total	178	100 %

As shown in Table (1), a total of 178 participants consisting of 17 male and 161 female office staffs participated in this study.

Table (2) Age of the participants

Age	Frequency	Percentage
20-30	9	5.1 %
31-40	57	32.0 %
41-50	60	33.7 %
51 and above	52	29.2 %
Total	178	100 %

Table (2) shows that the participants in this study are 9 office staff who are 20 - 30 years old, 57 office staff who are 31 – 40 years old, 60 office staff who are 41 – 50 years old, and 52 office staff who are 51 and above years old.

Table (3) Occupational Level of the participants

Occupational level	Frequency	Percentage
Officers	34	19.1 %
Branch Clerks	111	62.4 %
Clerks	33	18.5 %
Total	178	100 %

As shown in Table (3), a total of 178 participants consisting of 34 officers, 111 branch clerks and 33 clerks participated in this study.

Table (4) The numbers of participants with high and low job stress

Job Stress	Frequency	Percentage
Low (<36)	127	71.3 %
High (>36)	51	28.7 %

Table (4) shows that, as the score less than 36 is regarded as having low job stress and the score greater than 36 as high job stress. According to this finding 127 office staff who were low in job stress and 51 office staffs who were high in job stress.

Table (5) Difference of Job Stress between Genders

Gender	Job Stress		χ^2	df	Significant Level
	Low	High			
	f	f			
Male	15	2	2.622	1	NS
Female	112	49			

Table (5) reveals that there are 15 male and 112 female office staff have low job stress and 2 male and 49 female office staff have high job stress. The Chi-square value for these two groups is 2.62, which is statistically not significant. Therefore, male and female office staff were not significantly different in their level of job stress.

Table (6) Difference of Job Stress between Age levels

Age levels	Job Stress		χ^2	df	Significant Level
	Low	High			
	f	f			
20-30	7	2	3.679	3	NS
31-40	45	12			
41-50	38	22			
51 and above	37	15			

Table (6) demonstrates that there are 7 office staff who are low in job stress and 2 office staff who are high in job stress in the age group of 20 - 30 years. As 31 - 40 years old group, there are 45 office staff who are low in job stress and 12 office staff who are high in job stress. In the age group of 41 -50 years, there are 38 office staff who are low in job stress and 22 office staff who are high in job stress. In the last group of age 51 and above year olds, there are 37 office staff who are low in job stress and 15 office staff who are high in job stress. The Chi-square value for these four groups is 3.679, which is statistically not significant. Therefore, office staff that are different in age levels were not significantly different in their level of job stress.

Table (7) Difference of Job Stress between Occupational levels

Occupational levels	Job Stress		χ^2	df	Significant Level
	Low	High			
	f	f			
Officers	29	5	5.241	2	NS
Branch Clerks	73	38			
Clerks	25	8			

According to Table (7), there are 29 officers in office staff who are low in job stress and 5 officers in office staff who are high in job stress. As Branch Clerks level, 73 office staff who are low in job stress and 38 office staff who are high in job stress. In the group of Clerks level, there are 25 office staff who is low in job stress and 8 office staff who are high in job stress. The Chi-square value for these three groups is 5.241, which is statistically not significant. Therefore, office staff that are different in occupational level were not significantly different in their level of job stress.

Hypotheses Testing

Hypothesis 1 states that male office staff and female office staff are significantly different in their levels of Job stress. The findings showed that male office staff and female office staff do not have significant differences in their levels of job stress. The Chi-square value for these two groups is 2.62, which is statistically not significant. Thus, this hypothesis was rejected.

Hypothesis 2 states that office staff that are different in age are significantly different in their levels of job stress. The findings showed that office staff that are different in age are not significantly different in their levels of job stress. The Chi-square value for these four groups is 3.679, which is statistically not significant. Thus, this hypothesis was also rejected.

Hypothesis 3 states that office staff that are different in occupational levels are significantly different in their levels of job stress. The findings showed that office staff that are different in occupational levels are not significantly different in their levels of job stress. The Chi-square value for these three groups is 5.241, which is statistically not significant. Thus, this hypothesis was also rejected.

Discussion

According to the findings most office staff had low stress and a few office staff had high stress. The results showed that 127 office staff had low job stress because they had to do the same work daily, they want to finish the work in time and satisfied relationship with superior officer. The results also showed that 51 office staff had high job stress because they were in an unstable workplace, working hour is so much that they cannot do their favorite jobs, work takes up all their time and they feel sad for not having time to live together with the family and they want authority and they did not want many responsibilities.

It can be generalized that the majority of the workers do understand nature of the work in which gain and loss, fame and dishonour, praise and blame, happiness and suffering are the facts of life. Moreover, it was found that they can adjust to their work, officers, working conditions and coworkers, etc.

Job stress is now one of the major health problems that unfortunately put staff life at risk. This stress at work can cause physical and mental fatigue, irritability, excitability, anxiety, lack of confidence, and an increase in blood pressure and it can also be a threat to one's general health. From the study we can say that office staff from Yangon University of Distance Education have low job stress.

Conclusion

This research is to study job stress levels of office staff from Yangon University of Distance Education. To give brief account on the result of the study, the findings indicated that most of the office staff showed low stress for the routine work in workplace.

They feel low job stress on stable workplace, interest, doing favorite jobs, sufficient time to live with family, and also their family members have good well-being. The study also shows that they can finish their work within assigned hour, have to do low work, good relationship between subordinate, hope for promotion and income and expenditure. In sum, it can be said that the office staff have low job stress and they enjoy their work satisfactorily.

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A STUDY ON THE JOB SATISFACTION OF THE TEACHING STAFF IN YANGON UNIVERSITY OF DISTANCE EDUCATION

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Abstract

This paper was intended to study “the job satisfaction of the teaching staff in Yangon University of Distance Education”. Job Satisfaction Questionnaire was administered individually to 140 participants. The questionnaire that contained (25) items concerning job satisfaction was used in this study. In this study the items were scored with scoring key, all the data were put into the computer. The data analysis was done by descriptive method to present the data in the form of tables and figures to describe some of its characteristics. From this study we can know the job satisfaction of the teaching staff in Yangon University of Distance Education. According to the result, teaching staff who were working in Yangon University of Distance Education had positive emotional state on job satisfaction.

Key words: *job satisfaction*

Introduction

Work plays a tremendous role in people’s lives, as it is a significant source of income, personal realization, personal and professional improvement. Because of the central role that work occupies in many people’s life, satisfaction with one’s job is an important component in overall wellbeing (Smith, 2007). Job satisfaction has been a topic of great interest for researchers and practitioners in a wide range of fields including organizational psychology, public administration and management. It has been researched for more than 50 years and to this day continues to be a topic of research interest. The main reason for this interest may be

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