

Effects of Work Overload on Job Satisfaction and Stress due to Work Overload: A Case Study of Different Organizations

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Abstract: *The purpose of this study is to identify the effects of work overload on Job Satisfaction and stress due to work overload. To measure this, data was collected with the help of survey. The survey was conducted among the sample size of 74 employees of different organizations consisting technical sector, education sector, health sector, commercial sector, food industry etc. who have a work experience of less than 3 years or we can say who are freshers, to analyze what amount of pressure they are dealing with in their early work life. This study provided further guidance to organization for making strategies to cope with this prevailing. This study is important to overcome the problem of work overload which affects the health of the employee which affects the employee performance which ultimately affects the organization performance. The results gave clear evidence that if the employees are stressed due to any reason either internal or external and are overburdened, uncomfortable in their job, their performance towards the organization will be low which ultimately will make hurdles in achieving organizational objectives.*

Keywords: Work overload, Job Satisfaction, Stress, Job insecurity.

1. Introduction

The main focus of this research is to find the relationship of employee work overload and job satisfaction and stress due to work overload. Employee dissatisfaction in consequences generate outcome of reduction in employee performance (Sehrish Tahirl, 2012). This study is important because work overload is crucial issue of any organization nowadays. This problem increases day by day that produce stress and work life conflict and decreases the morale of the employees which ultimately decreases the performance and reduces the employee involvement in their job. Stress is a natural reaction to excessive demands and perceived threats from an occupational perspective or it is the gap between employees' needs and employees' abilities and what their workplace offers and requires. Stress can't be entirely eliminated, and a healthy amount of stress leads to productivity and creativity but there's a fine line in between and when employees become overly stressed, it takes a toll both personally and the overall health of the organization. The amount of pressure and stress put on them weighs them down. Daily overtimes lead to lower productivity and ultimately bring losses to the company. However, in many companies, employees remain at work late at night without receiving additional compensation from the employer. In a research study, work overload is defined as being asked to do too much work and being asked to do work that is too difficult (admin, 2011). Job satisfaction is defined as a positive feeling about one's job resulting from an evaluation of its characteristics (Robbins S.P., Judge T.A. 2007). It is very important for the organization to consider the employees' satisfaction level if they would want to provide high quality services/products. This is because satisfied employees are more productive (Garton & Mankins, 2015).

2. Literature Review

The effect of work overload on employee performance should not be underestimated. When some work exceeds the

individual's ability to do the assigned job, it creates pressure. It is a condition in which a person feels stress, or when the requirements of the circumstances are much greater than what we can be treated. A stressed workforce can have detrimental effects on your organization as a whole. Employees' have a major role in a company's culture. Healthier employees operating under manageable levels of stress will be happier and more positive, helping to maintain a strong, healthy workplace culture that's conducive to creativity and productivity, if you feel like stress is affecting your job performance, it's a good idea to start digging into what is causing work related stress. Job performance is the same person's efficiency in his job according to his legal tasks and the show amount of effort and successfulness of that person (Babu, et.al., 1997). To ensure you have happy, healthy and engaged employees', stress management in the workplace is must. Excessive work gradually makes people unable to perform their duties. Hard workers neglect their families, and it becomes hard to find any support from children or spouses. They do not have any life besides their work that gradually burns them out. Working long hours can increase the output of the organization but only for a short while before the worker gets completely exhausted with their routine. Apart from that, working more and having less time to rest lowers productivity which has its negative impact on the success of a company or business in question. As a result, a company experiences financial losses. Nowadays, the tendency to overwork can be spotted in almost every organization represented on the market. Businesses want to earn more. They need to attract more clients. That is why they are doing their best to minimize the costs which quite often results in giving its employees longer work hours. However, it also leads to depression and health problems among the employees. Therefore, an organization loses a long run as there are less employees who are able to work under such conditions. Job insecurity, financial problems and the competitive job market may force employees to take on heavy workloads and make compromises. Furthermore,

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working long hours is associated with loyalty and commitment in many organizations. It's not uncommon to see employers who require their employees to work until late at night. Your employees care about their jobs, but they also have personal needs. Just like you, they wish to spend time with their families, take a day off once in a while and enjoy work flexibility. A heavy workload can affect their morale and hurt the organization. This problem is common in small companies and enterprises that downsized to cut costs and expected people to take on more work. Working under pressure and dealing with tight deadlines can make your employees sick. In long run, they may fuel destructive behavior. Excessive workloads increase stress, which in turn can lead to migraines, restlessness, irritability, mood swings etc. An unbalanced or heavy workload can lead to frustration, disagreements and poor communication among employees. This in turn affects their productivity and increase the likelihood of mistakes happening in the workplace. It has a negative impact on teamwork, decision making, overall performance and employee relationships. Furthermore, high workloads can negatively impact employees' lives outside the office. Job insecurity is one of the primary causes of the stress in the work place. Employees who are concerned about their jobs cannot perform optimally. They are more likely to make bad decisions, engage in destructive behaviors, such as drug or alcohol abuse. A study in the USA found that 45% of the employees complained about work overload.

3. Objective of the study

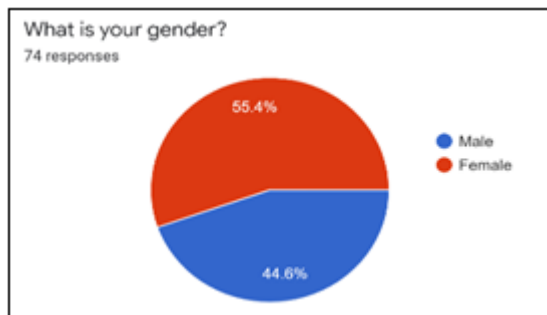
The present paper focuses on the study of the effects of work overload on job satisfaction and stress due to work overload.

4. Data Collection Method

The method selected by researcher is survey research. This research includes both primary and secondary data. Primary data for this study was collected by means of a survey conducted in different sectors in different organizations. The data is being collected of people having a work experience of less than 3 years. The sample size is 74. The Questionnaire was used to collect the primary data.

5. Analysis and Interpretation

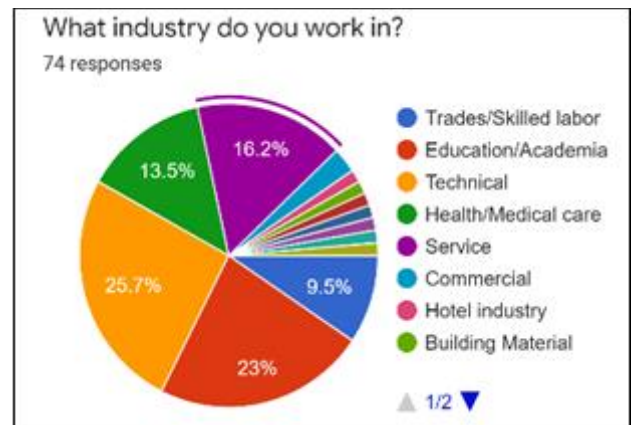
5.1 Employees' gender



The above diagram shows us the percentage gender of the employees in different sectors. As it shows that 55.4%

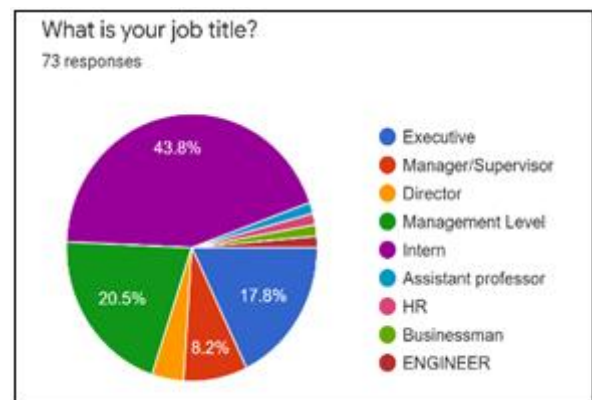
participants in the survey are female employees and 44.6% participants in the survey are male employees.

5.2 Profession of Employees



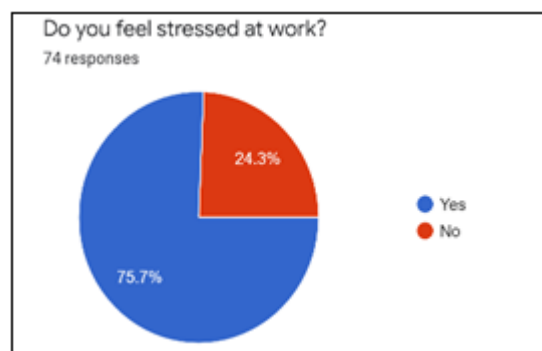
The above diagram shows us the percentage of employees working in different sectors. As it shows that technical sector has 25.7% of the total employees, education sector has 23%, medical/health sector has 13.5% of the total employees who participated in this survey and the employees working in other sectors is shown in the diagram.

5.3 Job title of employees



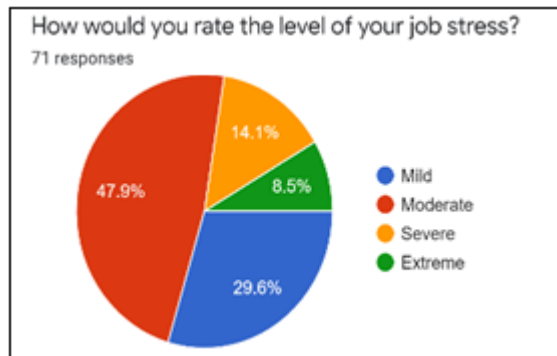
The above diagram shows us the percentage of job titles of employees working in different sectors. As it shows that 43.8% of the total are interns, 20.5% of them are at management levels, 17.8% of them are executives and employees at other position in their respective sectors are shown in diagram.

5.4 Feel Stressed at work?



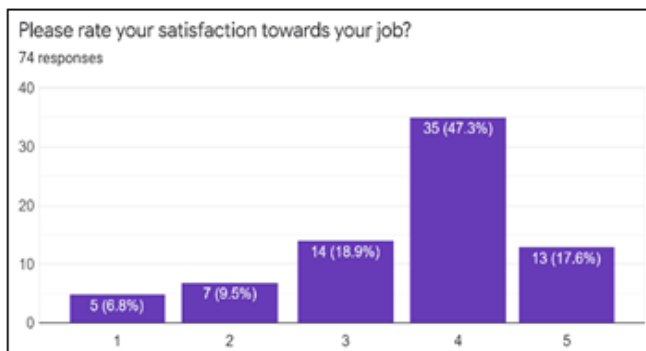
Out of 74 employees, 75.7% of them feel stressed work, it means out of every 100 employees approximately 76 of them feel stressed at work due to work overload.

5.5 Level of job stress



The above diagram shows us the percentage level of job stress due to work overload. As it shows 29.6% of them feel mild stress, 47.9% of them feel moderate stress, 14.1% of them feel severe stress and 8.5% of them feel extreme stress due to workload.

5.6 Satisfaction of employees



The above diagram shows us the satisfaction of employees towards their respective jobs. As it shows 35 out of 74 participants rated 4/5, 14 out of 74 rated 3/5, 13 out of 74 rated 5/5, 7 out of 74 rated 2/5 and 5 out of 74 rated 1/5. As it shows only 17.6% of the people are fully satisfied by their jobs.

6. Conclusion

The purpose of the study was to find and analyze the association among stress, work overload and job satisfaction involved in any organization. Stress and work overload have effects on employees' overall productivity in a negative way which in turn hinders the achievements of organizational goals. The organization should take care of the level of satisfaction of its employees' if it wants to produce positive results. The more are the employees satisfied the more they will be productive and service-oriented of organizational objectives.

In developing countries like India, stress is the major and very common factor because the establishments of developing countries don't consider stress to be effective in employees' performance level. The problem promotes stress

and work-life conflicts which demotivate employees' and decrease the performance level.

Different types of incentives, relaxation, motivation and encouragement can be used by organizations to take out the employees from stress.

Employees of different organizations are analyzed for the effect of stress and work overload on their performance towards their job. This survey was conducted online through questionnaire in different organizations in which 41 female employees and 33 male employees participated.

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