

The Relationship Between Job Satisfaction and Stress Among Workers of Gold Jewellery Shops

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ABSTRACT

This study investigates the relationship between job satisfaction and stress among workers in gold jewellery shops in Madurai, Tamil Nadu. Using a sample of 49 participants aged 20-35, data were gathered through the Perceived Stress Scale and a Job Satisfaction Survey. The results indicate no statistically significant correlation between stress and job satisfaction ($r = -0.221$, $p = 0.128$). This finding suggests that, in this sample, stress levels do not directly impact job satisfaction. Despite the well-documented association between work-related stress and job dissatisfaction in other studies, this research found that stress did not play a significant role in determining job satisfaction among jewellery workers. The lack of correlation may be due to other factors, such as health problems, poor work-life balance, or social issues, which could independently influence employee well-being and satisfaction. Given the complexity of job satisfaction, further studies should explore additional variables that may affect the overall workplace experience, including working conditions, career advancement opportunities, and management support. These findings highlight the need for a multifaceted approach when addressing job satisfaction and stress in this specific occupational context.

Keywords: *Job Satisfaction, Work Stress, Jewellery Workers, Employee Well-Being, Perceived Stress, Occupational Health, Workplace Satisfaction*

From ancient civilizations like the Egyptians to the Inca, gold has held both practical and symbolic significance for humanity. It has been used as a medium of exchange, and its value is ultimately a social construct—rooted in the collective belief that it has always been, and will continue to be, valuable. Gold is universally seen as a symbol of wealth, power, and grandeur, maintaining its exalted status throughout history as a highly sought-after and revered material.

Work stress:

Work stress refers to the strain experienced by employees due to various factors in the workplace. It is characterized by harmful physical and emotional responses that arise when the demands of the job exceed the worker's abilities, resources, or needs. When there is a

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mismatch between what the job requires and what the worker can deliver, stress can develop, potentially leading to adverse health outcomes and even injuries.

There are six key areas that, if not managed effectively, can contribute to work-related stress:

- **Demands:** Excessive workload, unrealistic deadlines, or physical strain can overwhelm employees, causing undue pressure.
- **Control:** A lack of autonomy or decision-making power over one's own work can create feelings of helplessness and frustration.
- **Support:** Insufficient support from supervisors, managers, or colleagues can leave workers feeling isolated and undervalued, exacerbating stress.
- **Relationships:** Conflicts or poor working relationships with coworkers can create a tense and toxic work environment.
- **Role:** Unclear job expectations or confusion about responsibilities can cause uncertainty and anxiety.
- **Changes:** Constant or poorly managed changes within the organization, such as restructuring, can lead to insecurity and increased stress.

Job satisfaction:

Job satisfaction is a subjective measure of how content an employee feels with their job, encompassing their overall emotional and psychological response to their work environment. It plays a pivotal role in the well-being of every worker within an organization or company. When employees experience low satisfaction, their engagement with their tasks diminishes, which can hinder the organization's ability to achieve its objectives and meet its goals.

Job satisfaction is largely driven by two key factors: motivation and the rewards that employees receive from their supervisors or the organization. Recognition, promotions, bonuses, and a sense of achievement can all significantly enhance job satisfaction. On the other hand, a lack of these elements can lead to disengagement and dissatisfaction.

There are numerous stressors that contribute to job dissatisfaction, including:

- **Boredom and monotony:** When work becomes repetitive or unstimulating, employees may feel disengaged, leading to frustration and a lack of enthusiasm.
- **Inadequate compensation:** Being underpaid for the effort, skills, and responsibilities associated with a job can lead to feelings of resentment and decreased motivation.
- **Unsupportive or untrustworthy management:** A lack of support or trust from supervisors or management can create a toxic workplace, making employees feel undervalued and isolated.
- **Limited career advancement opportunities:** When workers feel there is no room for professional growth or promotion within the organization, it can lead to dissatisfaction and a lack of long-term commitment.
- **Lack of meaningful work:** Employees who do not find personal value or purpose in their job may struggle to connect with their role, resulting in reduced job satisfaction.
- **Poor work-life balance:** Overly demanding work schedules, inflexible hours, or excessive workloads can lead to burnout and dissatisfaction, especially if workers feel their personal life is being compromised.

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- **Role conflict:** Confusion or contradiction between job expectations and actual responsibilities can create stress and uncertainty, undermining job satisfaction.

Workplace stress, if left unmanaged, can severely impact both physical and mental health. Stress disrupts psychological equilibrium and can have various negative consequences, including a significant decrease in job satisfaction. One of the most concerning outcomes of job stress is its potential to cause employees to quit their jobs, which in turn reduces their commitment to the organization.

Job satisfaction is closely tied to an individual's attitude toward their work. When stressors, such as excessive workloads or poor management, are constant, they can lead to burnout. This is especially true for certain groups, such as working parents or women in male-dominated industries, who may face unique pressures in the workplace.

The physical effects of a stressful work environment can be profound. Common symptoms include headaches, stomachaches, sleep disturbances, irritability, and difficulty concentrating. Chronic stress can lead to more severe health issues, such as anxiety, insomnia, high blood pressure, and a weakened immune system. If unaddressed, this can result in long-term health complications and further dissatisfaction at work.

Therefore, managing workplace stress and fostering job satisfaction are essential not only for employee well-being but also for the success and productivity of the organization.

Significance of the study

Worker satisfaction is a crucial factor in the success of any organization, as employees are often considered the backbone of the company. It is the responsibility of management to create an environment where workers feel motivated and engaged, enabling them to contribute more effectively. It is widely acknowledged that satisfied employees tend to be more productive. As a result, many organizations prioritize employee satisfaction by offering various benefits and resources aimed at increasing contentment and minimizing dissatisfaction.

In my study, I aim to explore the relationship between job satisfaction and stress among workers in gold jewellery shops in Madurai. This will help address the key issue of how workplace satisfaction impacts the stress levels of employees in this sector, which can further inform strategies to improve both their well-being and productivity.

Scope of the study

The study aims to explore the relationship between job satisfaction and stress among workers in gold jewellery shops. A key factor in employee satisfaction is the respect they receive for the work they perform. Additionally, maintaining open and easily accessible channels for employees to discuss their concerns with upper management is crucial and should be carefully monitored. Since employees are the backbone of every organization, it is vital for management to prioritize their motivation and satisfaction. When employees are valued and supported, they are more likely to contribute effectively, driving the organization toward greater success.

REVIEW OF LITERATURE:

1. Health status, Job satisfaction, Job stress, and life satisfaction among academic and clinical faculty

This study compares academic and clinical faculty at a major teaching hospital regarding work characteristics, job stress, work-life conflict, job and life satisfaction, and perceived health. No significant differences were found between the two groups in terms of job satisfaction, overall stress, anxiety, or depression. However, academic faculty reported working longer hours, taking less vacation, and dedicating more time to research and teaching, while seeing fewer outpatients. They also experienced more conflict between work and personal life, faced greater time pressures, and were less satisfied with their financial situation, although they reported fewer recent physical illnesses compared to clinical faculty. Despite these differences, both groups of physicians appeared equally or even more satisfied with their health and lives compared to the general population. (Linn et al., 1985)

2. Job satisfaction, occupational stress, burnout and work engagement as components of work-related wellbeing

The objective of this study was to explore the relationship between job satisfaction, occupational stress, burnout, and work engagement as dimensions of work-related wellbeing among members of the police force in South Africa. A survey design was employed, utilizing stratified random sampling to gather data from 677 police officers in the North West Province.

The study utilized several established measuring instruments, including the Minnesota Job Satisfaction Questionnaire, the Police Stress Inventory, the Maslach Burnout Inventory - General Survey, and the Utrecht Work Engagement Scale.

The results supported a four-factor model of work-related well-being, which includes the following dimensions:

- Job Satisfaction (ranging from pleasure to displeasure)
- Occupational Stress (ranging from anxiety to comfort)
- Burnout (ranging from fatigue to vigor)
- Engagement (ranging from enthusiasm to depression)

These findings underscore the complex interplay between these factors and their impact on the overall well-being of police personnel. (Rothmann, 2008)

3. Job stress, job satisfaction and stress-related illnesses among South African educators

The aim of the study was to investigate the relationship between self-reported job stress, job satisfaction, and the prevalence of stress-related illnesses among educators. A cross-sectional survey was conducted involving a representative sample of 21,307 educators from public schools in South Africa.

The findings revealed that the prevalence of stress-related illnesses included 15.6% for hypertension, 9.1% for stomach ulcers, 4.5% for diabetes, 3.3% for minor mental distress, 3.1% for major mental distress, and 3.5% for asthma. The study highlighted significantly high stress levels among educators, with job stress and low job satisfaction linked to various stress-related conditions such as hypertension, heart disease, and mental distress, as well as substance misuse.

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Using the demand-control model, the study found that work stress stemming from teaching methods and low peer support were associated with hypertension, but not with heart disease. Additionally, components of the effort-reward model, such as low socio-economic status and lack of career advancement, did not correlate with heart disease, although lack of career advancement was inversely related to hypertension. Many elements assessed within the demand-control model—including stress related to teaching methods and low peer support—along with aspects of the effort-reward model, such as job insecurity and limited career advancement, were found to be associated with stomach ulcers and mental distress. (Peltzer et al. 2009)

4. Job Satisfaction and Stress among Band Directors

Public-school band directors participated in a survey where they ranked 10 factors based on their contribution to job satisfaction and rated another set of 10 factors according to the level of stress associated with them. The results revealed that students were significant sources of both high satisfaction and high stress. Additionally, support from parents and administrators was identified as contributing positively to job satisfaction. When coping with job-related stress, spouses were frequently reported as the primary source of support.

Overall, the data suggested that fostering strong positive interpersonal relationships between directors and students, parents, administrators, and colleagues could enhance the job satisfaction experienced by public-school band directors. (Heston et al., 1996)

5. The influence of forest view through a window on job satisfaction and job stress

Windows are a notable feature of the workplace, impacting both preference and health. The view from a window can offer significant opportunities for restoration, depending on what is visible. This study explored how window views affect job satisfaction and stress, specifically examining two key factors: the presence of forest views and the absence of such views in workplace windows.

The research involved a sample of 931 office workers in Seoul, South Korea—481 with views of forests and 450 without. From April to September 2004, participants completed self-administered questionnaires that included measures of job satisfaction and job stress.

The findings revealed a significant direct effect of forest views on job satisfaction and stress levels. Notably, factors such as gender, age, and job category did not influence the impact of window views. As anticipated, there was a strong negative correlation between job satisfaction and job stress among employees. (Sop Shin, 2007).

6. Job satisfaction, organizational stress and employee performance: a study of NAPIMS

This study examined the relationships among job satisfaction, organizational stress, and employee performance. It addressed various issues affecting the employer-employee relationship, such as providing feedback on performance, offering promotions, creating conducive working environments, ensuring compensation is commensurate with work, and facilitating necessary training programs. The primary objective was to assess how job satisfaction and organizational stress impact employee performance. Utilizing a survey sampling method, the research was conducted at the National Petroleum Investment Management Services (NAPIMS) in Ikoyi, Lagos State, involving a randomly selected sample of 225 employees from a total staff of 511.

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The findings indicated a positive relationship between job satisfaction and employee performance. Conversely, a negative relationship was observed, suggesting that as organizational stress increases, employee performance decreases. Additionally, higher levels of organizational stress were associated with decreased job satisfaction. Based on these results, the study recommends that organizations should actively work to enhance employee job satisfaction by providing training opportunities, facilitating promotions, and allowing time for relaxation, such as vacations, to help employees refresh and maintain high productivity. (Ajayi & Abimbola, 2013)

7. Workplace dimensions, stress and job satisfaction

Applied research has highlighted strong connections between various dimensions of the workplace, stress, and job satisfaction. However, there is a lack of theoretical frameworks to conceptualize these relationships. In 1999, Sparks and Cooper suggested that using job-specific models of stress could enhance our understanding of these dynamics.

The current study followed this recommendation by focusing on a particular job context: naval officer trainees undergoing sea training. The findings revealed that a general model of stress is ineffective for identifying the specific predictors of stress and job satisfaction within this context.

Instead, the authors advocate for a more targeted approach that emphasizes identifying relevant workplace dimensions, rather than employing a broad, generalized framework, when examining associations between workplace factors, stress, and job satisfaction. (Fairbrother & Warn, 2003)

8. Stress and Job Satisfaction: a study of English primary school teachers

Using a self-report questionnaire, this study examined the sources of stress and job satisfaction among a sample of 267 teachers from primary schools in the North and Eastern regions of England. Participants rated the frequency and intensity of 18 items related to stress. A principal components analysis identified three key factors: professional concerns, pupil behavior and attitudes, and professional tasks.

The strongest correlation was found between professional concerns and occupational stress. Biographical factors were also analyzed, revealing significant differences based on gender, age, and years of teaching experience. Notably, men reported higher stress levels related to professional tasks and pupil behavior, while women scored higher on professional concerns. Overall, just over one-third of teachers expressed satisfaction with their job. When specific aspects of job satisfaction were assessed, teachers reported the highest satisfaction with their professional performance and the lowest satisfaction with teaching resources. A negative correlation was found between stress and job satisfaction, indicating that higher levels of occupational stress were associated with lower job satisfaction.

The study highlights the importance of including both frequency and intensity measures when assessing stress experiences and underscores the complex nature of job satisfaction among educators. (Chaplain, 1995)

9. Relation between job stress dimensions and job satisfaction in workers of a Refinery Control Room.

Job STRESS can affect individuals and lead to job dissatisfaction. This study was conducted to assess the influence of different job STRESS dimensions on the JOB SATISFACTION

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among refinery control room workers. **Materials & Methods:** In this cross sectional study all 100 workers of an oil refinery control rooms were studied. Job STRESS and JOB SATISFACTION was measured using standard questionnaires provided by national institute of mental health (NIMH) and Robbins respectively. A general linear model was used to estimate the effect of different job STRESS dimensions on the JOB SATISFACTION. **Results:** In this study 62.08 percent of workers were categorized as having high level of STRESS. In regards to JOB SATISFACTION, 9.2, 27.6, 28.7, 16.1 and 18.4 of workers were classified as totally dissatisfied, dissatisfied, neither satisfied nor dissatisfied, satisfied and totally satisfied, respectively. A Pearson correlation test revealed a significant negative correlation between JOB SATISFACTION and all studied dimensions of job STRESS ($p=0.01$). In the general regression model, partial Eta squared was 0.03, 0.3 and 0.23 respectively for interpersonal relationships, physical conditions of work and job interest. **Conclusion:** This study showed that JOB SATISFACTION is mostly influenced by physical conditions and job interest dimensions of job STRESS. Therefore, for improvement of JOB SATISFACTION in workers, different parameters of these two dimensions of job STRESS should be considered. (Mehdi et al., 2013)

Purpose of the Study

The purpose of the present study is to study the job satisfaction and stress among workers of gold jewellery shops in an around Madurai, Tamilnadu.

METHODOLOGY

Objective of the study

The primary objective of this research is to examine the relationship between job satisfaction and stress among workers in gold jewellery shops in Madurai. The study also seeks to identify the general stressors experienced by these workers and to understand the challenges they face in their working conditions. Additionally, it aims to analyze the various factors that influence job satisfaction levels, such as salary, promotions, and working conditions.

Employee satisfaction is critical to the success of any business. Key factors that impact job satisfaction include compensation, opportunities for advancement, and the overall work environment, among others. This research will provide insights into how these factors contribute to both satisfaction and stress in the workplace.

Sample:

This study is conducted with the gold shop employees which includes only the Madurai city covering 50 samples from the age group of 20-35. And it is collected from various gold shop and the technique which is used to collect the data is through questionnaire Method.

Materials:

The present study involved the use of Perceived stress scale. The Perceived stress scale (PSS) is a Classic Stress Assessment instrument. The Tool, which originally developed in 1983, remains a popular choice for helping us understand how different situation affects our feelings and our perceived stress. Job satisfaction survey, An employee satisfaction survey is a questionnaire that measures the contentment level of personnel regarding the various components of their job.

Procedure:

Participants were provided with a consent form, demographic information sheet, the Perceived Stress Questionnaire, and the Job Satisfaction Survey during face-to-face

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interactions. Those who agreed to participate proceeded by signing the consent form and completing the demographic details. They then moved on to the questionnaires. After answering all the questions, participants submitted their completed forms for further analysis.

Design:

This study uses the quantitative approach by involving two different questionnaires in the single sample. This study involves the correlational study to determine whether the two variables have significant difference. This study involves the purposive sampling technique.

RESULTS

The analysis in this study was to determine the study of relationship between job satisfaction and stress among workers of gold jewellery shops.

Table: 1 Mean and standard variation among these variables.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Stress	49	12	27	18.49	3.770
Job	49	107	178	131.57	13.773
Valid N (listwise)	49				

Based on the output we get to know that the amount of data on 49 stress has a mean value of 18.49 and the standard deviation is 3.770, while 49 job has received a mean value of 131.57 and the standard deviation is 13.773

Table: 2 Pearson Correlations

Correlations

		Stress	Job
Stress	Pearson Correlation	1	-.221
	Sig. (2-tailed)		.128
	N	49	49
Job	Pearson Correlation	-.221	1
	Sig. (2-tailed)	.128	
	N	49	49

The table shows that there is no correlation between stress and job satisfaction and the significance value for the stress and job satisfaction is .128

DISCUSSION

The present study found no significant relationship between the two variables of job satisfaction and stress among workers in gold jewellery shops in Madurai, thereby supporting the null hypothesis (H_0). This indicates that, in this sample, there is no direct relationship between job satisfaction and stress, suggesting that stress does not significantly affect the workers' job satisfaction levels.

However, while the correlation between job satisfaction and stress was not statistically significant in this study, previous research suggests that high levels of work-related stress are often linked to lower levels of job satisfaction. Job stressors are commonly associated

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with job dissatisfaction and an increased likelihood of employees leaving the organization. Job satisfaction refers to the emotional and affective orientation an employee has toward their work, and a decline in this satisfaction may be influenced by various factors.

In this case, the absence of a significant relationship between stress and job satisfaction could be attributed to other factors beyond work stress. These factors might include health issues, impaired social life, sleep disturbances, or circadian misalignment caused by irregular shift work. These additional stressors could potentially affect the well-being and satisfaction of workers, independent of job stress itself, pointing to the complex and multifaceted nature of job satisfaction in this context.

CONCLUSION

From the present study, it is evident that there is no significant relationship between the stress and job satisfaction.

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Conflict of Interest

The author(s) declared no conflict of interest.

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