

ORIGINAL ARTICLE

Effect of Job Stress on Job Performance among Speech-Language Pathologists in Pakistan

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ABSTRACT

Background: Job stress is now a widely used term use by speech-language pathologists. Workplace workload stress, high levels of time pressure, poor salaries, and the effect on mental health on job performance appear to be the main causes of low productivity in any work context. To combat stress, employees require a certain level of motivation as well as job stress management solutions.

Objective: To find the effect of job stress and on Speech-Language Pathologists' job performance in Pakistan.

Methodology: It was a cross-sectional study. Sampling technique used for this study was random. It was conducted through social media platforms or online survey. Duration of the study was six months from August 2021 to January 2022, after the approval of IRB. Sample size was 120 that was taken on the basis of (<http://www.pslpa.org>). SLPs included in this study had experience more than 1 year in Overall Pakistan. Data was collected through structured questionnaire. After the completion of data, all the responses were recorded and frequencies of each question were calculated through statistical package for social sciences (SPSS) to evaluate final results of research.

Results: According to the findings of the study, both males and females were feeling job stress at work. Age, profession, job title, and regular salary all have considerable differences. Workload stress, Job Security stress, Shift work stress, and job performance stress were the 4 components analyzed by the researcher. And these variables indicate distinct levels of occupational stress in SLPs (Severe, Moderate, and Mild). Workload stress accounted for the highest percentage of severe to moderate stress, at 28.78%. Job security stress had mild percentage, indicating that SLPs experienced less stress as a result of job security (27.12 %). Shift work had a high level of stress, which had a negative impact on their job performance (25.12 %). And SLPs experienced a higher level of job performance stress in their work settings, which was 28%. These variables are strongly integrated and had a higher effect on SLPs Job Performance.

Conclusion: After analyzing the data using SPSS, it was concluded that Workload had an effect on SLPs job performance in more significant way, shift work and Job performance stress had a higher percentage of job stress in SLPs which affect their Job performance. Only Job security shows the mild job stress in SLPs.

Key words: Job Security, Job Performance, Speech-Language Pathologist, Workload, Shift Work, Occupational Stress

INTRODUCTION

Stress is a condition that happens when a person understands that the strain on them or the expectations of a situation are greater than they can handle, and if these demands are immense and continue without interruption for a lengthy period of time, mental, physical, or behavioral issues may emerge. [1] Occupational stress is among the more significant professional wellbeing risks for employees in both developed and establishing nations. [2]

Job pressure, professional stability, independence, job incompatibilities, schedule shifts, poor compensation, technical development, poor motivation, and lack of awareness are only a few of the primary job stress factors that have an impact on employee performance. [3] Workload, job security, and shift work are the three most important issues to consider. One of the most important aspects influencing a person's performance or effectiveness is work overload. Professional stress as a result of a difficult assignment has grown more widespread

in today's environment. Time restrictions, a lack of appropriate and adequate support, insufficient assets to complete a project, ineffective coworkers, career issues, and other reasons can all add to stress. [4] The result of a large workload is lower performance, which leads to low morale and significant employee turnover. Many studies have looked into how men and women deal with stress as a result of various workplace pressures in the past. [5]

Extra workload causes work - related stress, which causes tension, making it extremely difficult to provide high-quality rehabilitation services. When job stress persists, it becomes the primary factor determining turnover of employees and efficiency, negatively impacting not just individuals but the overall organisation. [6]

Because speech-language pathology needs long sustained rehabilitation, frequent professional mobility has a detrimental impact on rehabilitation and results in a reduction in service quality and efficacy. [7] The psychological stress that occurs from undesirable,

unwanted, or unsustainable conditions is known as stress or "distress." [8]

Another aspect that can make speech pathologists more susceptible to Burnout Syndrome is their participation in client's therapy. [9] Long therapy intervals with joint coordination and regular interaction between client and therapist are common in the rehabilitation process, resulting in the formation of an emotional relationship between experts and patients. [10]

Speech-Language pathologists see both therapy achievements and disappointments over time, as well as their patients' antisocial behaviors and signs of depression, as well as demands from patient caregivers for rapid results [11]. Work - related stress, occupational depreciation, work load, inefficient supervision, and other circumstances can all have a negative impact on speech therapists' mental and emotional well-being. [12]

Person with poor work fulfillment are more likely to plan a changeover or quit the corporation. In both rich and emerging nations, job stress is one of most major workplace health concerns. [13] A variety of work related issues known as occupational pressures make occupations uncomfortable and challenging for a large wide range of service professionals. [14] Further workplace stress factors include disagreements with supervisory behaviors, disagreements with coworkers, disagreements with coworkers, and disagreements with rules and guidelines. Stress is defined as a setting in which an individual is forced to complete activities that threaten to surpass his or her capacity and assets to meet them, under situations in

which he or she anticipate a significant difference in returns from fulfilling the needs versus not achieving it. [15]

MATERIALS AND METHODS

This cross-sectional study was conducted online with 120 SLPs who worked in variety of settings: welfare centers, Private and Government Hospitals, and educational institutions, had experience more than 1 year in Overall Pakistan, over a period of six months from August 2021 till January 2022. The inclusion criteria, all graduated SLPs were included in this study. Total 120 SLPs agreed to take part in this study. The response rate of this study was 70%. Random sampling technique was selected to collect the data. Data was collected through a Standardized structured questionnaire. The questionnaire consists of two parts, first part discussed the personal profile of the participants, which includes their age, work experience, income, Qualification, as well as their work setting. Second part of questionnaire consisted on to measure the level of job stress through the four factors (Workload stress, job security stress, shift work stress and job performance stress) which had a greater impact on job effectiveness of participants. The questionnaire is consisted of 16 items. Each item consists of 5 factors 1) Never, 2) Rarely, 3) Occasionally, 4) Usually and 5) Constantly respectively. For data analysis, we have used SPSS version 22.0. The data was collected using social-media platforms and online questionnaires, surveys. We found the Job Stress which affects the SLPs Job performance.

RESULTS

Table 1: Shows the workload stress of the participants

WORKLOAD STRESS						
No.	Statement	Constantly	Usually	Occasionally	Rarely	Never
1	Shortage of help at work	22(18.3%)	38(31.7%)	30(25%)	20(16.7%)	10(8.3%)
2	Co-workers are inefficient	7(5.8%)	20(16.7%)	37(30.8%)	31(25.8%)	25(20.8%)
3	High levels of time pressure	28(23.3%)	42(35%)	24(20%)	17(14.2%)	9(7.5%)
4.	Responsible for too many people/projects	26(21.7%)	35(29.2%)	24(20%)	21(17.5%)	14(11.7%)

Table 2: Shows the job security stress of the participants

JOB SECURITY STRESS						
No.	Statement	Constantly	Usually	Occasionally	Rarely	Never
1	Fear of being laid off / fired	10(8.3%)	21(17.5%)	15(12.5%)	35(29.2%)	39(32.5%)
2	Concerned about low wages	26(21.7%)	28(23.3%)	27(22.5%)	23(19.2%)	16(13.3%)
3	Worry about poor pension	27(22.5%)	21(17.5%)	16(13.3%)	20(16.7%)	36(30%)
4.	Need "PULL" to get ahead	16(13.3%)	29(24.2%)	27(22.5%)	31(25.8%)	17(14.2)

Table 3: Shows the shift work stress of the participants

SHIFT WORK STRESS						
No.	Statement	Constantly	Usually	Occasionally	Rarely	Never
1	Feel chronic effect on mental health	32(26.7)	28(23.3%)	23(19.2%)	26(21.7%)	11(9.2%)
2	Shift work affects the family life	32(26.7)	26(21.7%)	25(20.8%)	25(20.8%)	12(10%)
3	Shift work leads to social & domestic disruptions	19(7.5%)	31(25.8%)	24(20%)	40(33.3%)	16(13.3%)
4.	Feel uncomfortable while comparing other shift workers	13(10.8%)	30(25%)	25(20.8%)	31(25.8%)	21(17.5%)

Table 4: Shows the job performance stress of the participants

JOB PERFORMANCE						
No.	Statement	Constantly	Usually	Occasionally	Rarely	Never
1	Does workload affect your job performance?	29(24.2%)	36(20%)	26(21.7%)	20(16.7%)	9(7.5%)
2	Lack of training affects the job performance?	30(25%)	33(27.5%)	26(21.7%)	18(15%)	13(10.8%)
3	Is your job performance decreases due to shift works?	18(15%)	31(25.8%)	26(21.7)	26(21.7%)	19(15.8%)
4.	Does job insecurity affect your job performance?	19(15.8%)	28(23.3%)	22(18.3%)	26(21.7%)	25(20.8)

Table 5: Shows the final results

JOB STRESS			
	Severe	Moderate	Mild
Workload Stress	27.25%	28.78%	18.37%
Job Security Stress	22.25%	21.25%	27.12%
Shift Work Stress	25.12%	24.25%	22.75%
Job Performance	28%	25%	19.5%

Workload stress, Job Security stress, Shift work stress, and job performance stress were the 4 components analyzed by the researcher. And these variables indicate distinct levels of occupational stress in SLPs (Severe, Moderate, and Mild). Workload stress accounted for the highest percentage of severe to moderate stress, at 28.78%. Job security stress had mild percentage, indicating that SLPs experienced less stress as a result of job security (27.12%). Shift work had a high level of stress, which had an adverse effect on their job routine (25.12%). And SLPs experienced a greater level of job routine stress in their work settings, which was 28%. These variables are strongly integrated and had a higher effect on SLPs Job Performance.

DISCUSSION

The primary goal of the study was to aspect at the outcome of professional strain on SLPs' effectiveness. The study had a total of 120 SLPs, 96 of whom were female and 24 of whom were male. The goal of this research was to regulate the burnout levels of SLPs. According the findings of this study, these SLPs were under a lot of stress. The main goal of this research was to assess SLPs' stress levels. Because most SLPs are under a lot of time pressure and have a significant psychological health issues, their workload impacts their job performance, and their lack of training affects their job efficiency.^[16] As a result, it has undoubtedly subjected that every professional, from less to high wage earners, to occupational stress, which had a significant effect not only on career productivity but also on the living standards.^[17]

This study was conducted by Vijayan in 2017 on Impact of job stress on employee's Job performance in Aavin, Coimbatore. Mental stress parameters such as workloads, job stability, and work shifts differ considerably from seniority, profession, position, and monthly compensation. Job security and shift jobs are more significant to male respondents, whereas employment security is more significant to married respondents.^[18] When it comes to workload, there was no significant variation in regular wage among the respondents. Workload, job security, and shift work, for example, have a substantial association. The constructs chosen are positively related and had a higher effect on worker's job performance. So overall this study showed high stress level among these employees. And this research also incorporates the high job stress in SLPs which affects their job performance.^[19]

This study was conducted in 2018 by BruschiniM et, al. on Burnout and work-related stress in Italian rehabilitation professionals: A comparison of physiotherapists, speech therapists and occupational therapists. Exhaustion on an Emotional Level 32 percent, Burnout 13 percent, and Professional Achievements 9

percent of expert had higher ratings in the 3 MBI categories. In total, 14 percent of those who took part were at significant probability of stress. There were no substantial variations between the 3 occupational groups. Responsibility, Organizational factors, Partnership, Position and Progress were all found to be linked with exhaustion. Rehabilitative specialists, like other healthcare personnel, have a higher potential of stress. Stress is caused by similar methods in the many professional groups studied.^[20] This research reveals that rehabilitation professionals were at higher risk of stress and having high possibility ratings in three dimensions (Psychology Burnout, Disassociation, and Professional Achievement). Similarly present study also show that the SLPs had high job stress due to over workload, high level of time pressure and they were responsible for too many clients/projects.^[21]

This Study was conducted in 2019 by Oh SM on The relationship between job stress and service attitude among speech-language pathologists. Speech - language pathologists face an increased risk of occupational stress because they provide rehabilitative treatments and must contact with a large number of people. Because of govt. assistance, the need for SLPs services in Korea has exploded, and the workload has expanded in tandem. Long-term distress has a detrimental effect on intention to quit and competence, as well as the effectiveness of speech-language rehabilitation that required long ongoing therapy. As a result, this study identified SLPs' workplace anxiety levels and the consequences these have on their quality of service, with the goal of assisting SLPs in improving their performance and reliability and rehabilitation programs. Speech-language pathologists had a significant overall average degree of job strain. This appears to be due to stress associated with enhanced responsibilities as an outcome of excessive demand for speech therapist services as a result of enhanced support from the government, an absence of sufficient rest throughout work and working under time constraints, and general administration that emerges in addition to rehabilitation work at the speech-language therapist's institutions. Work independence, relationship problems, organizational system, insufficient wages, and work environment were all found negatively connected with service obligation and customer service volunteer behaviors.^[22]

CONCLUSION

After analyzing the data using SPSS, it was concluded that Workload had an effect on SLPs job performance in more significant way, shift work and Job performance stress had a higher percentage of job stress in SLPs which affect their Job performance. Only Job security shows the mild job stress in SLPs.

Conflict of Interests: The authors declare that they have no conflict of interests with any organization regarding the materials discussed in this manuscript.

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