

RELATIONSHIP BETWEEN JOB STRESS, JOB PERFORMANCE AND LIFE SATISFACTION AMONG NURSES



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CERTIFICATE OF APPROVAL

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DECLARATION

It is declared that this is my original piece of work, except where otherwise acknowledged in text and references. This work has not been submitted in any form for another degree at any University and shall not be submitted by me in the future for obtaining any degree from this or any other University.

Nayab Imraan

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Abstract

The connection between job stress, job performance, and life satisfaction is especially important in Pakistan, where healthcare resources may be rare and nurses deal with particular difficulties. Nurse's job performance is vital for patient care, but high work stress can lead to errors, abandonment, and turnover. Job stress and performance affect a nurse's life satisfaction, with low quality of life, poor health, and decreased job satisfaction resulting from stress (Lambert et al., 2021). The study aims to examine the relationships between job stress, job performance, and life satisfaction among nurses. It seeks to determine how job stress affects job performance and life satisfaction, as well as understand the demographic distribution of these factors within the nursing workforce. This cross-sectional study, conducted with 301 nurses in Islamabad and purposive technique was used. The result of the study indicates job stress, job performance and life satisfaction are positively related to each other. Additionally, one-way ANOVA tests reveal associations between age groups, years of experience, and shift plans with job performance, life satisfaction, and job stress. Implementing targeted initiatives like stress management programs and supportive leadership training can enhance nurses' well-being and effectiveness in patient care.

Keywords: *Life Satisfaction, Job Stress, Job Performance*

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Chapter 1

Introduction

The objective of nurses is to meet the many and usually complicated demands of individuals in a professional and affectionate style. Despite many nurses view nursing as a "vocation," it is a challenging profession. In their area of work, nurses face challenges on the mental, emotional, physical, and ethical levels. Relying on the function and environment of work of nurses, these may include accepting the threat of disease and verbal or physical abuse, satisfying biological requirements, management and helping the requirements of numerous clients who have a variety of requirements, addressing difficult social and ethical concerns, having difficult dialogues with patients and their families. Seeing health disparities distressing nurses, and how is working in medical care setting, including unsafe housing and food (Melnyk et al., 2018). Working as a nurse requires a lot of mental and emotional stamina, which is a difficult vocation.

Extreme amounts of stress might result from the fast-paced setting and frequent encounters with life-or-death circumstances that nurses work in (Flaubert et al., 2021).

Nursing performance and life satisfaction can suffer because of occupational stress. A study determines how nurses' job stress, job performance, and general life happiness are related. Job stress, among other pressures, can have an impact on every part of life. Employment stress is a psychological condition brought on by an imbalance between an individual's ability to cope with the demands of their employment and those demands themselves (Behjati, 2013). Job stress is a psychological and physical reaction to work obligations that are too great for an individual to handle (Parker & DeCotiis, 1983).

Stress in the job

Due to the nature of their work, which includes long hours, a heavy workload, and dealing with seriously ill patients, nurses frequently face job stress (Jennings, 2008). Job stress impacts both life satisfaction and healthcare supply of nursing staff members. Also considered the factors that influence that how reasonably nurses complete their responsibilities which are the way they work with people and their satisfaction with life (Layali et al., 2019). When nurses deal with patients regularly, their job setting, the variety of hospitalized patients, a staffing shortage, the need for overtime, and the ward manager's attitude may all be stressful (Geiger- Brown et al., 2010). Burnout, physical and emotional tiredness, and decreased effectiveness at work are all consequences of job stress (Basit & Hassan, 2017). A person's job performance is a gauge of how well they carry out their responsibilities (Motowidlo, 2003).

The emotional personality of the corporate environment, high workloads, and interpersonal disputes are some of the variables that contribute to job stress, a widespread worry in today's professional setting. Because of the significant effects that workplace stress has on people, it is necessary to investigate the underlying causes of this phenomenon. In accordance with Lazarus and Folkman's Transactional Model of Stress and Coping (1984), stress is a dynamic process that is molded by an individual's continuous interactions with their surroundings rather than a static state. The nature of occupational pressures is complex (Lazarus & Folkman's, 1984). An individual's entire stress experience can be influenced by the interaction between individual stressors like family troubles or health worries and jobrelated stresses like excessive workloads and position ambiguity. The fact that various stressors differ from one another highlights how complicated the topic of workplace stress is (Hassard et al., 2018).

The complex link between job performance and stress at work runs parallel to each other's problems. The complex nature of performance in organizational settings. Stress's impact on decision-making, interpersonal skills, and cognitive abilities are important factors that can influence how productive a worker is in their position (Podsakoff et al., 2007).

The complex connections between employment attitudes, turnover intentions, challenge stressors, and hindrance stressors as well as withdrawal behavior. Stress has an effect on work performance that goes beyond productivity indicators. Stress has a substantial impact on decision-making, interpersonal skills, and cognitive abilities. Together, these essential elements determine how effective a worker is in their position. For example, discuss the cognitive effects of stress and how extended exposure to stressors might affect one's capacity for memory, focus, and problem-solving (Jex & Beehr, 1991; Selye, 1976). In turn, these cognitive disturbances may make it more difficult for a person to perform the duties of their work. Furthermore, changes in decision making processes brought on by stress may result in less-than-ideal decisions and impair productivity at work. Stress can also have an impact on interpersonal skills, which are essential in most organizational contexts. The significance of taking social factors into account when analyzing work performance. Stress may weaken communication, disrupt relationships between people, and foster an atmosphere that makes teamwork difficult (Salanova et al., 2000).

Performance on the job

Another study was conducted on challenge and hindrance stress on healthcare personnel' job performance in public hospitals in China. The moderating role of public service motivation has been investigated. We collected data from common public hospitals in eastern, central, and western China, pertaining to 1594 healthcare

personnel. We examined the sample using structural equation modelling, subgroup analysis, descriptive statistical analysis, and correlation analysis in order to evaluate our hypothesis. Healthcare professionals in Chinese public hospitals showed a substantial correlation between challenge and hindrance stress. The study offers significant empirical data about the impact of public service motivation and job stress on healthcare workers' job performance in Chinese public hospitals. Reducing impediment stress can improve job performance by offering a reasonable challenge and boosting public service motivation (Deng et al., 2019).

The effectiveness of a nurse's work is crucial to the standard of patient care. A reduction in job performance, including mistakes in care for patients, abandonment, and turnover, can be brought on by high levels of work stress. Satisfaction of a nurse's life can be impacted by job stress and performance. Low quality of life, poor physical and mental health, decreased job satisfaction, and high levels of work stress can negatively impact life satisfaction (Lambert et al., 2021). The effects of job stress go beyond the office and affect a person's entire well-being, which is captured by their sense of life satisfaction. The theory of subjective well-being provides a thorough framework by highlighting the many aspects of life pleasure. This theory suggests that in order to assess an individual's subjective well-being, a holistic evaluation has to take into account both emotional experiences and cognitive assessments. According to the model, life satisfaction consists of both the emotional reactions that result from these evaluations as well as cognitive assessments about one's life, including things like relationships, aspirations, and accomplishments. The way in which these cognitive and emotional aspects interact is especially important when analyzing how job stress affects an employee's overall well-being (Diener, 1984).

Workplace stress, which is frequently caused by hard work conditions, interpersonal disputes, and other professional difficulties, can affect a person's personal life. The investigates the impact of job stress on one's personal life and makes the argument that bad work experiences might affect a person's disposition and relationships with others outside of the office. Such a link may become circular, with personal concerns exacerbating job-related stress (Grandey, 2003).

The subjective assessment of an individual's general well-being and level of contentment with different elements of their life is referred to as life satisfaction. It includes the cognitive and affective evaluation of a person's situation in life, encompassing relationships, employment, health, and personal fulfilment. A key element of subjective well-being, life satisfaction is influenced by a variety of internal and external factors, including personality traits, coping strategies, and environmental circumstances, as well as socioeconomic status and social support. To evaluate life happiness and pinpoint areas where people and communities may improve, one must have a thorough understanding of life satisfaction. To evaluate life happiness and pinpoint areas where people and communities may improve, one must have a thorough understanding of life satisfaction. Through the identification of the elements that influence life satisfaction, individuals, researchers, and policymakers can collaborate to promote increased happiness and well-being (Rajmia et al., 2022).

Satisfaction with life

A study investigated African Chinese medical assistance team members (CMATM) to clarify the association between cross-cultural social adaptability and life satisfaction abroad. To investigate the relationship between social adaptation through cross-cultural exchange and satisfaction with all aspects of living abroad, regression models using linear regression were created. According to this study, high satisfaction

with housing, transportation, food and entertainment, and security are all positively correlated with improved cross-cultural social adaptation and, more precisely, greater levels of satisfaction with these aspects of life abroad. This information can be used to encourage CMAATMs in Africa to socially adjust across cultures and to enjoy their lives abroad (Chen et al., 2019).

To highlight the human rights standards for institutions and practitioners in the health sector and to increase life satisfaction among nurses, this study intends to examine the life satisfaction role in the correlation between depression and burnout among nurses. This research was survey-based. Well-known questionnaires were used to collect the data. 250 nurses from various hospitals, both public and private, in Islamabad, make up the sample. Participants ranged in age from 20 to 51 years and covered 125 male and 125 female nurses. The information was gathered from various both public and private hospitals in Islamabad by use of a practical sampling technique. Burnout was favorably correlated with depression and negatively correlated with life satisfaction, according to a bivariate correlation analysis (Aslam et al., 2022).

A clinical staff's level of work stress, life satisfaction, and job satisfaction varies from academic staff. Participants who were born in 1984 were chosen for the study. Based on the results, clinical medical professionals are less stressed out at work than academic medical employees. They also suggest that the clinical medical personnel are more negatively impacted than the academic medical staff in terms of life satisfaction and job satisfaction (Linn et al., 1985). A similar study on the life satisfaction of healthcare workers was also done. 138 members of the medical staff provided samples for the study. According to the findings, there were notable differences in average life satisfaction scores between healthcare workers who were happy with their jobs and salaries and felt that they could adequately help their patients and those who

experienced negative work-related effects on their families or had conflicts with their jobs, the department head, or the occupational group (Doğan et al., 2012).

The part that works plays in people's happiness, contentment, and overall well-being. The fundamental issue is trying to reconcile the state of the Lithuanian job market with feelings of happiness, life satisfaction, and personal well-being. We know

from numerous studies as well as from our own experiences that money cannot purchase happiness. Numerous investigations on this topic are being carried out by overseas sociologists and psychologists. A rising number of academics who have examined the connection between money and indicators of subjective well-being hold

the opinion that income has no bearing on life satisfaction. They arrive at the unexpectedly tiny conclusion that having more money improves our quality of life. The majority of studies project that personality traits, interpersonal connections, and social engagement have a greater impact on well-being than economic considerations. It should come as no surprise that the negative aspects of these variables' personality issues, marital issues, employment issues (including unemployment), and self-reported health also frequently harm well-being. The purpose of this article is to examine the most recent research on the impact of work on happiness and life satisfaction. It also intends to highlight the significance of motivation, work relationships, and even labor selection practices for the well-being of Lithuanians (Štreimikienė & Grundey, 2009).

A mixed research approach is used to examine the associations between worker job performance and overall health, job satisfaction, and life satisfaction in sedentary occupations in a Slovenian firm. The quantitative part of the study included responses to four questionnaires selected from 120 employees from 22 companies (out of 81), of whom more than 20 had a sedentary job. and account for more than 85 percent of jobs. Results showed that employee well-being was not as important as job and life

satisfaction when evaluating job performance in sedentary occupations, and illness was still seen as a sign of weakness. As a result, sick employees are reluctant to share information about themselves and refuse to participate in health activities or research (Kosec et al., 2022).

The association between stress on the job, performance on the job, and satisfaction in life among nurses has been demonstrated by numerous studies, as was stated above. Low job performance can result from high levels of work stress, which can then reduce life satisfaction. High levels of occupational stress increase the risk of burnout in nurses, which can result in lower satisfaction with the job and a lower quality of life (Li et al., 2021).

A study was conducted to investigate how emotional attachment and attachment to social capital influence the life satisfaction and job performance relationship. 187 personnel were chosen to participate in the data collection, which was conducted with Pakistani organizations. According to the study's findings, workers who are content with their life build social capital among their coworkers and develop an emotional attachment to their employer, which in turn helps them execute their jobs more effectively (Chughtai, 2021).

Performance in work and life pleasure are closely correlated. Life satisfaction is a crucial indicator of pleasure or subjective well-being. It especially alludes to a comprehensive and cognitive assessment of one's entire experience (Pavot & Diener, 1993). In other words, life satisfaction might be seen as a summary of how much someone likes or dislikes their life (Heller et al., 2004). If nurses have a good work-life balance, encouragement from their co-workers and management, and chances for professional growth, they are more likely to experience lower levels of work-related stress, higher levels of job performance, and greater levels of life satisfaction (Susanto

et al., 2022). Therefore, the current study investigated the relationship between job stress, job performance, and life satisfaction.

Literature review

Job stress

Job stress is an issue that is currently the focus of intensive study and ongoing practical activities. Conflicts between an employee's requirements and responsibilities in the workplace and those demands result in job stress. Previous researchers showed that feeling insecure at work is common at all levels of employment. Stress symptoms are common among employees in management positions. Stress can cause different reactions in different people, but it can also cause different reactions in the same person depending on the circumstances (Boyd, 2020).

Stress is a common, inescapable part of everyone's life that can be brought on by a variety of situations, including those at work, at home with the family, or in the outside world (Jarinto, 2011). Wilton (2011) asserts that it simultaneously has an impact on management and human resources. Selye established the idea and its impacts as one of the key elements that can affect people's health and performance for the first time with evidence and research in 1974. Since then, there hasn't been a clear definition of what constitutes work-related stress, but most explanations refer to a "deviation" from a person's typical mental, psychological, and physical states. Response, whether behavioral, psychological, or bodily, is related to it (Ali et al., 2011).

Physical, behavioral, or psychological responses are related to it. Brown and Harvey (2006) describe work stress as an interaction between the individual and the environment that can affect an individual's mental and physical health. Work stress as an individual's programmed response to a combination of hazards called stressors (Ivancevich et al., 2008). It can be characterized as a physical and mental weakness

brought on by a sense of impending danger (Rue and Byars, 2007). According to Bashir and Ramay (2010), this is a condition that can result from a variety of circumstances, such as B. Lack of work- related information or feedback, ongoing technical development, or the inability of an individual to meet his or her needs or job demands.

Causes of Job Stress

Long hours at work, overload, time constraints, challenging or complex work, a lack of breaks, a lack of variety, harmful physical circumstances at work, etc. are just a few of the factors that contribute to job stress. On the other hand, high professional demands with a wide range of decision-making can facilitate learning, promote active learning, and foster a sense of accomplishment (Michie, 2002).

Effects of Job Stress

Work stress negatively impacts the physical and mental health of caregivers, reduces energy and productivity, and can lead to an inability to provide optimal care, all of which negatively impact patient outcomes. Therefore, you need to examine your stressors and develop a wise plan to get rid of them (Babapour et al., 2022). Similarly, the study found a negative relationship between job stress with nursing staff and the result indicates that there was 87.5% of nurses have a moderate level of job stress (Mohammadi & Haghghi, 2011). Range of roles, role duality, and physical environment were the most significant contributors to occupational stress in nurses who were female, while a range of roles, physical environment, and responsibility were the most significant contributors in men. The result of the study shows that female nursing staff have higher job stress than male nursing staff (Najimi, 2012).

As was mentioned above, there are several ways that job stress impacts nurses. Similar to this, convenience selection was employed and 263 nurses were chosen for a study on stress at work and job performance. A curvilinear (U-shaped) association

between job stress and performance at work was found, according to the study's findings. Compared to nurses who showed low or prominent levels of work stress, nurses who reported moderate levels of stress felt they were performing worse. This showed that workplace stress had a negative impact on job performance (AbuAlRub, 2004).

Job performance

Job performance should have beneficial techniques and interventions in which the field of industrial organizational psychology may employ to enhance human performance in workplace organizations (Motowidlo, 2003). Job stress and job performance are often linked. While some levels of stress can be motivating and lead to better performance, excessive stress negatively impacted job performance. The study on workers investigated job stress and job performance relationship. It was a correlational study and uses a purposive model for the relationship by assigning 144 participants. The findings were shown that job stress and job performance are negatively correlated with each other. They also show that job stress reduces job performance (Ahmad & Ramzan, 2013).

Similarly, a study on the effects of job stress and other factors, such as intense job requirements, a shortage of opportunities for advancement, and disrespect, was carried out in China (Li et al., 2017). Job satisfaction, organizational commitment, quality of qualifications, expertise, the nurse's spirits, job-related burnout and stress, encouragement among colleagues, supervisory assistance, and suggestions, learning about clinical trials instruments, recognizing, expectations of the job, workplace atmosphere, inspiration, rewards, information, and level of competence are just a few of the many factors influencing nurses' performance levels (Tesfaye et al., 2015).

The Nurses, who are female, do better than those who are male. There was 35 male nurses and 65 female nurses participated in the study on the nursing staff's performance on the job. The findings show that female performance is superior to male performance in terms of effectiveness (Alayoubi, 2022). Job stress is associated with psychological well-being and life satisfaction. Stress-related to the job may lead to physical and mental health problems, which can further impact an individual's overall life satisfaction (Flanagan & Flanagan, 2002).

Life satisfaction

Stress and psychological health and life satisfaction are related. Job-related stress can cause physical and mental health issues, which can further affect someone's overall level of happiness in life. One study looked specifically at workplace stress and how it affected university instructors' views towards their jobs and level of life satisfaction. The sample included 140 people, 70 men, and 70 women. As a result, there is a negative correlation between work stress and life satisfaction, suggesting that work stress increases job satisfaction while decreasing life satisfaction. People may feel proud and accomplished when they feel they are doing an excellent job at work, which can boost life happiness (Khan et al., 2014).

Individuals' general well-being and pleasure are reflected in their level of life satisfaction (Lewinsohn, 1991). According to a study done on Iranian nurses, work environment factors are significantly related to life happiness. A total of 250 individuals were chosen, the majority of whom are married nurses who are female. The study's findings showed that a nursing-friendly work atmosphere is favorably correlated with nurses' overall life satisfaction (Vanaki & Vagharseyyedin, 2009). A quantitative study was done on work performance and life satisfaction. One thousand volunteers took part

in a study on volunteers. Results indicated that volunteers' job performance was influenced by their level of life satisfaction (Veerasingam et al., 2013).

Life satisfaction is complex and subjective, embracing people's evaluations of their own lives in a variety of areas, including job, connections, well-being, and personal fulfillment. A key element of personal happiness, life satisfaction measures how well people believe their lives are fulfilling their goals, principles, and expectations. It extends beyond objective situations and tangible accomplishments, exploring the domain of individual experiences, feelings, and general well-being. The elements affecting life satisfaction, including social interactions, economic health, and individual attributes, have been thoroughly studied by academics and researchers in sociology, psychology, and other fields. Gaining an understanding of life happiness is essential for both academic research and real-world applications in positive psychology, public policy, and mental health (Proctor et al., 2009).

As men's and women's lifestyles change, it becomes increasingly difficult to balance work and family obligations. We analyse the psychometric fit of the concepts of life satisfaction, job and family fulfillment, and self-esteem. A survey was conducted among 689 married nurses working in public hospitals in Malaysia. The proposed association was supported by a comprehensive structural modelling test using AMOS maximum likelihood estimation. The findings supported the psychometric suitability of the scale and led to a life satisfaction model for nurses that was well-fitting (Rashid et al., 2011).

A study was conducted to find out how nurses' work organizational commitment, workplace conditions, and level of happiness correlated. It used a cross-sectional design. All staff nurses with permanent employment (with at least two years of nursing experience) in the five hospitals connected to Brigid Medical Sciences

University received questionnaires. Participants who completed the questionnaires returned them with 250 total responses. The majority were married women. The overall evaluations of nurses' emotional organizational dedication and job atmosphere circumstances were correlated, and the results showed a strong and favorable association. Additionally, a statistically significant association was found between emotional organization engagement and life satisfaction (Vanaki & Vagharseyyedin 2009).

Job Stress and Job Performance

Nurses struggle to focus, achieve deadlines, and use their creativity when job stress is present (Paais, 2018). Job stress, issues with various diseases or physical or mental disabilities, and other modern issues result in low performance and expensive costs for organizations. The correlation method was used to carry out this investigation. There are 491 nurses from the hospital in the statistical population. By using stratified random sampling in proportion to the number of respondents, the sample was chosen. Research results showed a negative relationship between work-related stress and performance (Al- Khasawne et al., 2013).

In Peshawar, research on job satisfaction, performance, and stress among female nurses was undertaken. For their investigation, 365 nurses were chosen. The findings indicated that female nurses could experience physical, emotional, and mental stress. Employees under job stress may experience various emotions, including resistance, a lack of motivation, and boredom, overwork, and burnout. The results also show a negative correlation between job stress and job performance (Jahangir, 2011). There have been a variety of findings regarding the connection between job stress and performance. The study uses a correlational approach to research the link between cadet performance and stress brought on by excessive demands. The results show a negative

linear relationship between stress and job performance. In other words, when work stress increases, work performance declines (Westman & Eden, 1996).

The results of previous empirical studies on the connection between occupational stress and performance are not always consistent. This study posited that an extant moderating effect could be one cause of these contradictory findings. Stress can sometimes be caused more by the sense of pressure than by the actual source of the strain. A sample of workers in Taiwan's banking industry was used to examine the impact of emotional intelligence in the link between stress at work and job performance. Thus, there is a greater likelihood that highly emotionally intelligent workers than low emotional intelligence workers will be able to mitigate or modify the possible adverse consequences of work-related stress on job performance (Wu, 2011).

Using a cross-sectional survey design, this study explores workplace stress in Saudi hospitals and aims to help understand and manage workplace stress and burnout related to job satisfaction and performance. We have provided empirical evidence and recommendations for the healthcare system. Affected hospital nurses who work in several types of hospitals in Saudi Arabia may help. 567 nurses were selected as participants. According to the findings, nurses' levels of stress related to work varied based on the sort of hospital where they worked. Compared to the intensity of this link seen in public hospitals, there was a minimal correlation between stress and performance at work among nurses working in private hospitals (International Medical Centre) (Qattan, 2017).

In a related study conducted at Jordan's King Abdullah Public Hospital, it was determined that stress and nurses' performance were significantly correlated. A randomly selected group of 120 nurses was used to test this detrimental effect of stress (Al- khasawneh & Moh, 2013). The level of productivity and effectiveness was much

worse among burnt-out nurses, which was observed to have a comparable effect (Zliu et al., 2016).

A study was done in 2021 to find out how the covid-19 outbreak affected nurses' ability to execute their jobs, focusing on nurses' experiences working in Zahedan teaching hospitals. The available sampling approach was used to carry out the descriptive-analytical study. Data were gathered using forms gathered during a three-month period in the covid-19 inpatient ward at Zahedan teaching hospitals. 235 nurses who worked in various hospital wards participated in the research as samples. The majority of those who participated in the research were female (68%) and under 30 (59.4%) years old. The impact of Covid-19 on job stress and job performance are significantly correlated. Results show a negative correlation between job stress and job performance (Sheikh et al., 2021).

Another study was conducted on work stress and work performance in which 207 participants are sampled by using simple random sampling. They use a structural equation model used to analyze the data. The result indicates that if a-job stress increases then job performance decreases (Ratri & Wahjudono, 2021).

The relationship between job performance and job stress, job satisfaction, and motivation is being studied. The participants in this study were workers at six private institutions in Karachi, Pakistan. For this study Endeavor, quantitative research methodology was applied. To gather the necessary data, 360 surveys were collected from people who work as academics or management staff in private universities. 16 questions total, divided into four constructions, make up the questionnaires. Confirmatory factor analysis was used to assess the accuracy of the information collected, and Cronbach's alpha analysis was used to confirm its reliability. The conclusions were reached after conducting regression analysis and testing the

hypothesis. The findings showed that there is a proven connection between job stress and job performance (Hassan et al., 2020).

The same goes for a study that identifies performance-related factors in job stress. It also establishes the link between performance and occupational stress. To accomplish this goal, 65 respondents were surveyed by Petroleum Development Oman (PDO) in the Al-Bahja Centre. The survey questionnaires used in the study were the instruments for a descriptive research design, and purposive sampling was used to gather the sample. Originally, Only 65 of the 80 respondents who received questionnaires returned them for analysis. Highlights of the research showed a substantial association between employee performance and job stress, and that relationship is inversely associated (Jalagat, 2017).

A study was examining the relationship between job stress and performance, job stress and job satisfaction, performance and job satisfaction, and the relationship between job stress and performance via job satisfaction. Employees who experience job stress do so because of organizational stresses. Job stress is a state that causes mental anguish. Employee performance and job satisfaction may be impacted by workplace stress. Having a favorable or enjoyable emotional state from evaluating one's work or professional experiences is known as job satisfaction. Structural Equation Model (SEM) was used in this study's data analysis and hypothesis testing using survey data from 126 PT MAS workers. According to this study's findings, Job stress has a significant impact on both performance and job satisfaction, job satisfaction has a significant impact on performance, and job stress has a direct impact on performance via job satisfaction. Therefore, it can be said that the hypothesis put forward is reasonable to accept regardless of the outcomes (Rehman et al., 2012).

Job stress and its impact on productivity in terms of avoidance and discontent at work. 110 management professors in Andhra Pradesh, India make up the sample. Additionally, the findings indicate that job stress has a detrimental impact on job performance as well as job happiness (Banerjee & Mehta, 2016).

Job Stress and Life Satisfaction

Nurses' life satisfaction may be affected by work stress. The study looked at nurses' job stress, physical assault, and overall happiness. There are 230 nurses in the study's population who work for mental health organizations. The study's findings indicated that workplace violence and stress have a detrimental effect on nurses' ability to execute their jobs (Itzhaki et al., 2015).

Similarly, study emotional intelligence will be used to moderate the association between job stress and satisfaction with life and happiness in employees. 350 industrial workers from Pakistan also participated in the study, with 63% men and the rest women. The results show that stress was a strong predictor of happiness, but other factors can also affect life satisfaction. Thus, the findings indicate a troubled relationship between occupational stress and life satisfaction (Naseem, 2018).

Another study tackles concerns of sex disparities in the types of stress at work suffered by healthcare professionals and their sources of satisfaction with medical practice while providing actual results from a nationwide study of physicians. 2584 doctors' questionnaires were used to gather data. The sample was chosen at random to represent doctors throughout all of Canada's provinces. Women made up roughly ten percent of the responders. Both male and female healthcare professionals identified time constraints as major sources of stress, and relationships with patients as well as colleagues as key sources of satisfaction. Regarding the factors that indicated job stress and satisfaction, there were disparities between the sexes. However, different work

environment factors adversely predicted job satisfaction which positively indicated occupational stress for both men and women (Richardson & Burke, 1991).

The study on how self-efficacy affects life satisfaction and workplace stress among nurses working at Imam Hossein Hospital. According to structural equation modelling, this investigation was conducted. 120 nurses from Imam Hossein Hospital made up the samples; they were chosen at random. The findings indicate a substantial correlation between the direct impact of self-efficacy for life satisfaction and the indirect impact of job stress on various life satisfaction indicators (Shams & Madani, 2017).

Similar to previous studies, the current study investigated job satisfaction, work commitment, work stress, and staff relationships in two Chinese medical institutions. Work stress negatively affected life satisfaction, whereas work participation and job satisfaction did (Lambert et al., 2018). This study explores occupational stress states and how it affects caregivers' quality of life and compassionate behaviour (Babapour et al., 2022).

The goal of additional research was to better understand the mechanisms through which clinical teachers' perceptions of stress affect their likelihood of being exhausted and their level of life satisfaction. One thousand three hundred seventy-two teaching nurses working in eight tertiary military medical centers in China completed a self-reflection survey on stress perception, exhaustion, control of emotions, and life satisfaction. The findings demonstrated that emotional weariness serves as a mediator as a primary contributor to burnout and that feelings of stress has a direct as well as an indirect impact on life satisfaction. Educational nurses with high levels of emotional inhibition were more affected by perceived stress related to burnout and life satisfaction than nurses with low levels of emotional inhibition (Xu et al., 2021).

Another study correlates stress and satisfaction with life within medical students and other variables influencing life satisfaction. In a cross-sectional study, 265 medical students at Melaka-Manipal Medical were given self-administered questionnaires by universal sampling. As a result, there was a substantial inverse relationship between life satisfaction and felt stress (Hui & Ramzan 2017).

Similarly, a study was to determine how job stress and life satisfaction related. They use a cross-sectional study design and uses the approach of purposive sampling. The study included 140 individuals, of which 70 were men and 70 were women. The results showed that work stress was significantly and positively associated with retirement intentions, but was significantly and negatively associated with work performance, satisfaction with work, and satisfaction with life (Khan et al., 2014).

Overall, the research points to job stress as a major problem among nurses, negative consequences include burnout, lower levels of satisfaction at work and insufficient mental and biological health may result from this. The amount of work required, the lack of assistance, and the unfavorable working environment all affect nurses' ability to enjoy their jobs and their lives. Nurses can benefit from interventions like stress management classes and social support groups since they can reduce work-related stress and increase life satisfaction.

Job Performance and Life Satisfaction

The well-being of nurses is significantly influenced by factors such as performance on the job and life satisfaction. The association between experienced self-efficacy, burnout, satisfaction with life, and performance of work were investigated in a study of healthcare employees. A cross-section explanatory study was done with the voluntary involvement of 508 medical professionals (nurses and doctors), representing various health institutions in the city of Lima, and of both genders (70.7% women,

29.3% males). The results showed that burnout was a harmful forecaster of employment responsibility, while Carter's self- efficacy and life satisfaction were positive aspects. Continued education about occupational self-efficacy, life satisfaction, and workplace burnout had positive predictive effects on job performance (Bernales-Turpo et al., 2022).

Another study on healthcare volunteers was carried out in Malaysia, and this time both doctors and nurses were included. A total of 1,000 volunteers took part, with 60% of them being men and the rest women. The study used volunteerism as a foundation to find connections between employee encouragement, job performance, and life fulfillment. The study's findings show that volunteering duration and type of contact influence life satisfaction, volunteering frequency affects volunteering duration, volunteering self- esteem influence volunteering frequency, volunteering job performance influences volunteering life satisfaction, and volunteering current employment level significantly influences volunteering duration, self-esteem, employer encouragement, and job performance (Veerasingam et al., 2013). According to prior studies, employees who are happy with their way of life likely to build close bonds with their coworkers, (Cropanzano & Wright, 2001), which enhances their ability to function at greater levels (Carmeli et al., 2009). Empirical studies have shown that life satisfaction is positively correlated with many performance indicators, increasing the importance of life satisfaction (Lyons & Huebner, 2016).

The association between work-related stress and nurses' performance and withdrawal symptoms in two hospitals located in an east coast metropolis in Canada. Ambiguity in roles overload of roles, conflicting roles, and resource deficiency were among the job stresses evaluated. Work performance, drive, and patient care expertise were used to operationalize employee performance. Anticipated turnover, tardiness,

and absenteeism were the three withdrawal behaviors evaluated. The study employed multiple regressions, canonical correlations, and curve-linear correlation coefficients to investigate the nature of the link between stressful and the criteria variables. Data generally supported a negative linear association rather than a positive linear or curvilinear link between stress and performance (Gupta & Beehr, 1979).

Another study looked at what causes stress and what effects it has on audit professionals. Unlike other research that has only looked at non-personality factors, this study looked at personality characteristics as possible stressors. The Type A personality was shown to have a strong positive correlation with occupational stress, but the personality traits of challenge, commitment, and control showed a negative correlation. The association between stress and auditors' job performance was examined in study two. While it is commonly believed that stress and work performance follow an inverted U-shaped relationship, there is no evidence to support this theory in corporate settings from previous research, which yields conflicting results. Empirical data about the correlation between these two crucial factors is presented in study two. The findings indicate that stress and work performance have an inverted U-shaped connection (Choo, 1986).

Overall, the body of research indicates that nurses' life satisfaction is favourably correlated with their professional performance. Workplace resources, autonomy, and support all affect how well nurses perform at their jobs and how satisfied they are with their lives. Programs for leadership development and training can be successful interventions.

Theoretical framework

The model that supports this study is the “Job-Demand-Control Model”. The Demand-Control Model of Job Stress was developed by Robert Karasek in 1979. The

Job- A Demand- Control-Support model is a famous approach that explains how job factors affect workers' psychological well-being (Karasek & Theorell, 1990).

According to this model, employees who have high demands on their tasks but little autonomy are working in "high-strain" positions, which lead to high levels of stress. On the other hand, stress is decreased and job performance rises when there are strong demands combined with a lot of discretion, resulting in an "active" role. The model highlights how a person can reduce overall stress by taking on more autonomy within their role, which can help to offset the negative consequences of high work demands. Therefore, high work demands are often associated with higher levels of stress, job management can act as a buffer, thereby lowering work-related stress levels and also satisfy their life (De Jonge et al., 1999).

It has evolved to be one of the most widely used models for stress and pressure at work because it concentrates on two key components. The first is the level of demand, which is determined by the standards set at work and includes factors like effort, difficulty, deadline pressure, work tempo, and availability. These standards might take the place of the pressure experienced at work. Decision latitude, or control, is the second aspect that is related to an employee's freedom to plan and organise his own work. This latitude refers to the discretion that employees possess with regard to their responsibilities and the methods by which they choose to fulfil them. Competency and decision-making abilities are both covered (De Jonge et al., 2000).

It is possible to have low or high management competencies and work needs. Compared to occupations where employees may select and oversee their personal schedules, those where time as well as conditions are in control place workers under significantly more stress. This form of autonomy therefore has a much greater impact on the formation for stress than task difficulty and complexity (Bakker et al., 2010).

According to Karáská's approach, a high degree of worker stress is caused by a combination of strong physical and psychological demands at work. Excessive psychological demands at work can lead to job stress, which can negatively impact both physical and mental performance. A psychologically troubled person will perform differently at work, which will lower their quality of life. Therefore, stress at work can negatively impact a worker's life and health in a number of ways.

Rationale

The relationship between job stress, job performance, and life satisfaction among nurses. Number of research were conducted on these variables separately, but to the best of other researcher's knowledge there is no such research conducted using these three variables together among nurses and there is a lack of literature related to these areas in Pakistan.

Workplace factors, including stress on the job, involvement in the job, job satisfaction, and organizational commitment, have an impact on people's entire life happiness in addition to their job satisfaction. An Indian state called Haryana produced a sample of 827 police officers for research on police officers. According to the findings, in order to improve officers' life happiness, police administrators should try to reduce workplace stress and boost employee engagement, job satisfaction, and organizational commitment (Lambert et al., 2021). The issue of job stress is more prevalent in our society and is a common phenomenon experienced by nurses, which can lead to negative outcomes such as poor job performance, absenteeism, burnout, and reduced life satisfaction (Ratri & Wahjudono, 2021). Therefore, it is important to conduct research on the topics to spread awareness regarding issues that nurses of any organization may face during their professional life.

Objectives

1. To determine the relationship between job stress and job performance.
2. To determine the relationship of job performance with life satisfaction.
3. To determine the relationship between job stress and life satisfaction.
4. To understand the demographic variables of job stress, job performance, and life satisfaction among nurses.

Hypothesis

1. There will be a negative significant relationship between job stress and job performance among nurses.
2. There will be a positive significant relationship between job performance and life satisfaction among nurses.
3. Job stress will have negative relationship with life satisfaction among nurses.
4. There will be a significant difference of shift schedule with job stress, job performance and life satisfaction.
5. There will be a significant difference of age variability on job stress, job performance and life satisfaction.
6. There will be a significant difference on job stress, job performance and life satisfaction with relation to year of experience.

Chapter 2

Methodology

Study Design

Cross-sectional design was employed and correlational analysis was carried out.

Locale

Researcher has conducted the study in Islamabad and Rawalpindi (Twin Cities).

Ethical considerations

Many ethical guidelines were considered while assessing the relationship between job stress, job performance, and life satisfaction among nurses. Primarily, it is essential to have the participating nurses' informed permission. Researcher provided participants with a thorough and detailed description of the study's goals, methods, potential drawbacks, prior to their participation. This enables nurses to decide for themselves if they want to actively participate. Written informed consent that expressly states participants' assent to participate in the research project was also provided.

The researcher considered all the necessary precautions to ensure the participants' nurses' confidentiality and privacy. All personally identifiable information was kept totally private and kept in a safe location. To ensure their anonymity, participants were given special identities or codes rather than their real names. In addition, all information gathered for the research was presented in aggregate form so that individual replies cannot be linked to study participants. Researchers also considered necessary precautions to prevent any discomfort or injury to the involved nurses.

Sample

The sample was selected from the general population of Islamabad and Rawalpindi. Participants were only female having age range 20 to 60 who belong to the middle socioeconomic status.

Inclusion Criteria

1. Female participants were selected because they experience stress due to family and workplace responsibilities.
2. Nurses of 20 -60 age range are included in the study.
3. Participants residing in Islamabad will be recruited for this study because it is convenient of researcher.
4. Participants belonging to the middle socioeconomic status were selected because of their financial need which can cause stress among them.

Exclusion Criteria

1. Nurses with preexisting health conditions that affect their physical health for instance blood pressure, diabetes, etc.

Sampling Technique

Purposive sampling technique was used.

Measure/Instruments Demographic information sheet

Participants were provided with a sheet to gather their demographic information which includes details such as age, gender, years of experience, educational background, and current work setting. Participants received assurances that their answers would be kept private and used exclusively for research.

Work Place Stress Scale

The American Institute of Stress and the Marlin Company created the Workplace Stress Scale (WSS) in 2001. This self-report tool evaluates the frequency

with which an individual encounters eight Items. A scale of never, rarely, sometimes often and very often is used to rate each item. Employees that are susceptible to stress-related issues like burnout, anxiety, or depression can be identified using the WSS. It might also be used to monitor how stress levels fluctuate over time. It has been demonstrated that the WSS is a legitimate and trustworthy way to quantify workplace stress. Cronbach's alpha for the WSS was 0.972.

Individual Work Performance Questionnaire

Koopmans (2015) created a questionnaire to assess each person's work performance. It was applied to measure employee performance. It consists of 18 questions and is broken down into the following three subscales: performance on tasks which has 5 items, performance in the context which has 8 items and unproductive work practices which has 5 items, so the total items of the scale is 18. Each item has a three-month span of memory and a grading scale with a maximum of five points (zero for never, four for always, and four for frequently engaging in unproductive work behavior). It has great discriminative validity, and its convergence validity turned out to be adequate. This Likert scale has 5 options that are seldom, sometimes, regularly, often and always. This questionnaire takes 5 minutes to complete according to instructions. The range of the Cronbach alpha was 0.91 to 0.95 (Fernández et al., 2019).

Satisfaction with Life Scale

Card Diener (1985) created the scale to measure one's level of satisfaction with life. It was used to evaluate people's overall life satisfaction. A short 5-item exam called the SWLS measures general cognitive assessments of life satisfaction. One component of the general concept of subjective well-being is life satisfaction. The scale gives people the freedom to incorporate and consider varied domains in any way they see fit, but it does not score happiness with particular life domains, such as finances or health.

Respondents frequently provide Likert scale responses, which usually only take one minute. This scale is ideal for people from a range of backgrounds as its questions are open-ended. It is made up of two elements: emotional and cognitive elements. This Likert scale have 7 options strongly disagree, disagree, slightly disagree, neither agree or disagree, slightly agree, agree and strongly agree. Cronbach alpha is 0.87 (Pavot et al., 1991).

Data Collection Procedure

Ethical considerations

Before initiating the data collection process, it is essential to ensure compliance with ethical guidelines. Obtain ethical approval from the relevant institutional review board or ethics. Adhere to principles of informed consent, confidentiality, and participant protection throughout the study.

Participant recruitment

Different hospitals were approached for nurses to seek their cooperation in the study. Firstly, the institutional approval was taken to collect data from Capital University of science and technology. Permission was taken from each hospital to approach nurses for participation and purpose, significance, and potential benefits of the research were explained.

Informed consent

Once permission was obtained from the institutions, nurses were approached and provide them with detailed information about the study research objectives, data collection methods, confidentiality measures, and potential risks and benefits were explained. Questions or concerns were acknowledged in detail and after their consent data collection was carried out.

Instruments

Instructions for completing questionnaires

Instructions were clearly explained participants to that how to complete the questionnaires and participants were encouraged to answer honestly and to the best of their ability.

Data Confidentiality

Researcher emphasized on the importance of data confidentiality and anonymity. Participants were assured that their responses will be treated with the utmost confidentiality, and any reported results will be presented in an aggregated and anonymized format to ensure individual privacy.

Chapter 3

Results

The study was performed on 301 nurses from difference hospitals of Islamabad and Rawalpindi. The result section includes the table 1 of demographic variables which show the frequency and percentage of the demographics. Table 2 shows the descriptive statistics and chobach alpha to study variables, table 3 shows the correlation of variables, table 4, 5, 6 and 7 shows the One-way Anova which relate age, year of experience, shift schedule and socioeconomic status with variables.

Table 1: Demographic Variables

Percentage and frequency of demographic variables (N=301)

Variables	<i>f</i>	%
Socioeconomic Status		
Lower	95	31.6
Middle	145	48.2
Higher	61	20.3
Age		
20-30	102	33.9
31-40	94	31.2
41-50	72	23.9
51-60	33	11.0
Year of experience		
1 to 10	105	34.9
11 to 20	108	35.9

21 to 30	77	25.6
31 to 40	10	3.3
Shift schedule		
Day	59	19.6
Night	67	22.3
Rotating	175	58.1

Note: F=frequency, %= Percentage

Table 1 presents a comprehensive outline of statistical factors among 301 members, including age, socioeconomic status, year of experience, and shift schedule. Notably, younger age groups are disproportionately represented, with 33.9% of participants being between the ages of 20 and 30 and 31.2% being between the ages of 31 and 40. The distribution indicates a progressive decrease in frequency as one gets older, with 11.0% of respondents being older than 60 and 23.9% being older than 50. As for years of experience, the majority of people have either 1 to 10 years (34.9%) or 11 to 20 years (35.9%) in their respective industries. Only 3.3% of respondents had 31 to 40 years of experience, compared to a lower percentage (25.6%) who have 21 to 30 years. The information too highlights an inclination for rotating shifts (58.1%) among members which is higher as compared to day shift (19.6%) and night shift (22.3%). The socioeconomic status of the individuals is divided into three categories: Lower, Middle, and Higher. The majority of the sample, or 48.2% (145 people), are from the Middle socioeconomic category. 20.3% of the sample (61 persons) belong to the Higher socioeconomic class category, while 31.6% of the participants (95 individuals) are from the Lower socioeconomic status category.

Table 2: Psychometric Properties

Psychometric properties of individual work performance questionnaire, satisfaction with life scale and work place stress scale (N=301)

Variables	N	α	M	SD	Range		SK	K
					Actual	Potential		
IWPQS	18	.758	53.21	9.75	18-90	29-81	.188	-.131
SLS	05	.823	21.21	6.50	5-40	5-35	.018	-.864
WPSS	08	.663	22.85	5.03	8-40	8-38	.088	.056

Note: *N*= no. of items, *M*= mean, *SD*= standard deviation, *SK*= skewness, *K*=kurtosis, α =Cronbach's Alpha, *IWPQS*= individual work performance questionnaires scale, *SLS*= satisfaction with life scale and *WPSS*= workplace, stress scale.

Table 1 gives a brief outline of psychometric characters of IWPQS indicates Cronbach's alpha value (α).758 with mean score is 53.212 and the standard deviation is 9.75 that are reliable. The distribution appears to have a minor positive skew, as shown by the skewness (SK) of 0.188 and the kurtosis (K) of - 0.131, which suggests that the distribution is reasonably flat. The Cronbach's alpha SLS α = .823 and WPSS α = .663 shows that both scales are reliable with mean (SLS M= 21.21 and WPSS M= 22.85) and standard deviation (SLS SD= 6.50 and WPSS= 5.03). The skewness and kurtosis are normally distributed.

Table 3: Correlation

Pearson correlation of individual work performance questionnaire, satisfaction with life scale and work place stress scale (N=301)

Variables	1	2	3
1.IWPQS	-	.499**	.263**
2.SLS		-	.296**
3.WPSS			-

Table 3 shows the Pearson correlation between three variables. Firstly, there is a strong and statistically significant positive association ($r = 0.499^{**}$, $p < 0.01$) between IWPQS and SLS. Job performance are positively correlated with life satisfaction among nurses.

Simultaneously, a significant positive correlation ($r = 0.263^{**}$, $p < 0.01$) is seen between IWPQS and WPSS, indicating a somewhat favorable relationship between job stress and job performance. Additionally, there is a clear positive association ($r = 0.296^{**}$, $p < 0.01$) between SLS and WPSS.

Table 4: One-way Anova among age

One-way Anova among age and variables of individual work performance questionnaire, satisfaction with life scale and work place stress scale (N=301)

Variables	20-30 (n=102)		31-40 (n=94)		41-50 (n=72)		51-60 (n=33)		F	P
	M	SD	M	SD	M	SD	M	SD		
IWPQS	53.7	9.08	52.5	9.95	52.0	10.1	55.7	10.2	1.32	.26
SLS	21.4	6.93	21.1	6.83	20.9	5.87	21.5	5.71	.107	.95
WPSS	22.1	4.35	23.8	4.93	22.7	5.52	22.3	5.80	2.07	.10

Note: N= no of items, M = Mean, SD= standard deviation, F= frequency and P=significant value

This table indicates the One Way Anova Test with relate age bunches (20-30, 31-40, 41-50, 51-60) with variables IWPQS, WPSS and SLS. The Individual Work Performance Questionnaire (IWPQS) indicates that there may be variations in job performance between age groups based on mean scores that generally show an upward trend with age. These scores range from 53.7 to 55.7. The Satisfaction with Life Scale (SLS) also demonstrates stable levels of life satisfaction throughout age groups, with mean values ranging from 21.4 to 21.5. On the other hand, the Workplace Stress Scale (WPSS), whose mean scores range from 22.1 to 22.3, indicates disparities in stress levels across various age groups, demonstrates age-related differences in reported levels of job stress. Although frequency and significant values indicate that there are no significant differences among the age ranges for SLS and IWPQS, WPSS is close to statistical significance (p =.10), indicating that more research is necessary.

Table 5: One-way Anova among year

One-way Anova among year of experience and variables of individual work performance questionnaire, satisfaction with life scale and work place stress scale (N=301)

Variables	1 to 10 (n=105)		11 to 20 (n=108)		21 to 30 (n=87)		F	P
	M	SD	M	SD	M	SD		
IWPQS	53.3	9.01	52.9	9.49	52.2	10.8	2.38	.05
SLS	22.3	6.29	20.1	6.31	21.0	6.69	1.59	.17
WPSS	22.7	4.98	22.7	4.57	23.3	5.49	1.05	.38

Note: N= no of items, M = Mean, SD= standard deviation, F= frequency and P=significant value

The table 5 presents the mean (M), standard deviation (SD), and analysis of variance (ANOVA) comes about for three psychometric factors (IWPQS, SLS, WPSS) over distinctive a long time of involvement year of experience (YOE) categories (1 to 10, 11 to 20, 21 to 30). For the IWPQS scale For the IWPQS, there is a statistically significant difference in mean scores across years of experience groups (F) = 2.38, p = .05), suggesting potential variations in individual work performance with different levels of experience. Post-hoc analysis may provide further clarity on which specific experience groups exhibit these differences. Conversely, for the SLS and WPSS, no significant differences in mean scores are observed across years of experience categories (SLS: F= 1.59, p = .17; WPSS: F= 1.05, p = .38), indicating consistent levels of life satisfaction and workplace stress irrespective of experience levels.

Table 6: One-way Anova among shift schedule

One-way Anova among shift schedule and variables of individual work performance questionnaire, satisfaction with life scale and work place stress scale (N=301)

Variables	day (n=59)		night (n=67)		rotate (n=175)		F	P
	M	SD	M	SD	M	SD		
IWPQS	54.7	9.40	50.3	8.64	53.8	10.0	4.06	.01
SLS	23.2	7.27	18.9	5.72	21.4	6.28	7.39	.00
WPSS	23.2	5.53	22.3	4.78	22.8	4.95	.45	.61

Note: *N*= no of items, *M* = Mean, *SD*= standard deviation, *F*= frequency and *P*=significant value

Table 6 shows the mean (M), standard deviation (SD), and analysis of variance (ANOVA) comes about for three psychometric factors (IWPQS, SLS, WPSS) over distinctive move plans (Day, Night, and Rotating). For the IWPQS scale, a noteworthy contrast is watched in mean scores over shift plans ($F = 4.06$, $p = .018$), showing varieties in seen working environment quality. The average scores differ depending on the shift pattern; the day shift (54.74) has the highest mean, followed by the mean 53.80 of rotation and 50.32 of nights shift. So also, the SLS scale illustrates a noteworthy contrast in implies ($F = 7.39$, $p = .001$) among diverse shifts, recommending potential disparities in stress levels based on shift plans. Rotating shift is in the middle, with mean scores lying between 18.91 (night shift) and 23.22 (day shift) (21.41). Each shift schedule's unpredictability is shown by the standard deviations. Moreover, for the WPSS scale, there's no noteworthy distinction in mean scores ($F = 0.495$, $p = .610$) over distinctive shifts. Rotating shift is scored at 22.89, whereas typical scores for night shift vary from 22.38 to 23.27.

Table 7: One-way Anova among socioeconomic status

One-way Anova among socioeconomic status and variables of individual work performance questionnaire, satisfaction with life scale and work place stress scale (N=301)

Variables	lower (n=95)		middle (n=145)		higher (n=61)		F	P
	M	SD	M	SD	M	SD		
IWPQS	53.2	8.56	53.4	9.88	52.5	11.1	.16	.85
SLS	21.0	5.78	21.1	6.34	21.0	6.85	.00	.99
WPSS	23.2	4.33	22.6	5.10	22.7	5.82	.52	.59

Note: *N*= no of items, *M* = Mean, *SD*= standard deviation, *F*= frequency and *P*=significant value

Within a sample of 301 participants, the reported One-Way ANOVA results seek to examine the possible influence of socioeconomic status (EOS) on three variables: the Workplace Stress Scale (WPSS), the Satisfaction with Life Scale (SLS), and the Individual Work Performance Questionnaire (IWPQS). To determine whether any differences across socioeconomic social classes are statistically significant, the means (M), standard deviations (SD), F-ratios, and p-values are given.

The means for Individual Work Performance (IWPQS) do not significantly differ across socioeconomic class groups, according to the ANOVA results ($F = 0.161$, $p = 0.851$). The relatively comparable mean scores for the Lower, Middle, and Higher socioeconomic class groups indicate that there is no substantial difference in an individual's work performance depending on these economic strata. The participants' mean scores differ somewhat depending on their socioeconomic class category: those

from Lower SES scored 53.28, those from Middle SES scored 53.42, and those from Higher SES scored 52.59.

Similarly, the ANOVA results show no significant overall difference in averages across socioeconomic class groups in terms of satisfaction with life (SLS) ($F=0.003$, $p = 0.997$). The mean scores fall into three categories: Lower SES (21.08), Middle SES (21.12), and Higher SES (21.04).

Similarly, there is no apparent overall difference in averages for Workplace Stress (WPSS) among socioeconomic status groups, according to the ANOVA results ($F=0.526$, $p = 0.591$). There are slight differences in the mean scores, which range from 22.60 (Middle SES) to 23.28 (Lower SES) and 22.78 (Higher SES).

Chapter 4

Discussion

The study was conducted to explore the relationship between job stress, job performance and life satisfaction among nurses. The data was collected from different hospitals of Islamabad and Rawalpindi. The total participations were of 301. The questionnaires that used in study was work place stress scale (WPSS), individual work performance questionnaire scale (IWPQS) and satisfaction with life scale (SLS). The study's findings indicate a favourable correlation between life satisfaction, job performance, and job stress. The majority of responders fall into the 20–30 age range, and the percentages significantly decline with age. This suggests a younger sample, with possible recommendations for comprehending the perspectives and experiences of various age groups in the workforce. Rotating shifts is favoured by a significant portion of members, indicating the popularity of this scheduling option. The distribution illustrates the need of taking into account how shift arrangements may affect several aspects of the workplace, including stress and performance. The overall distribution of financial data provides insight into the test's many financial underpinnings. This information is essential for identifying any imbalances and modifying mediations or other strategies to better meet the needs of persons from various socioeconomic backgrounds.

The scale shows a high degree of score variability as well as internal consistency (Cronbach's alpha). The amount of kurtosis indicates some response irregularities, but the positive skewness suggests a generally favourable dispersion. Complex linkages can be found between workplace stress, life satisfaction, and individual work performance. It is expected that work performance and life satisfaction will positively correlate, however work performance and workplace stress positively correlate and

suggest a more nuanced approach. The thesis's hypothesis expects a negative relationship, but the results demonstrate a positive relationship, so the results do not match the hypothesis. To examine, four hypotheses were necessary.

The psychometric properties of the Workplace Stress Scale (WPSS), Satisfaction with Life Scale (SLS), and Individual Work Performance Questionnaire (IWPQS) tend to indicate a strong level of reliability in the study's measurements. With values of $\alpha=.758$ for IWPQS, $\alpha=.823$ for SLS, and $\alpha=.663$ for WPSS, the Cronbach's alpha coefficients of all three scale are within acceptable limits and demonstrate strong internal consistency among each item within each scale. The measurements' reliability is further increased by the fact that each scale's mean scores (M) as well as standard deviations (SD) show a respectable amount of response variability and dispersion. The data are suitably distributed if the values for kurtosis and skewness are close to zero, which suggests that the responses are distributed normally across all scales. Overall, these results imply that the study's metrics for measuring job performance, satisfaction with life, and workplace stress are accurate.

The relationship between stress on the job, job performance, and satisfaction with life among nurses has been well-researched in the past. Several studies have demonstrated that excessive levels of workplace stress have a detrimental effect on nurses' life happiness and job.

Nurses' work stress was strongly linked to poorer job performance, which included worse patient care and a higher incidence of medical errors. This is especially troubling because nurses are vital to patient outcomes and protection in medical environments (Hayes et al., 2020). Furthermore, there is a connection between lower life satisfaction and job stress in nurses. nurses who were under a lot of stress at work

had lower levels of life satisfaction as a whole and expressed dissatisfaction with their personal relationships and work-life balance (Stimpfel et al., 2019).

On the other hand, studies have also demonstrated that among nurses, high job satisfaction can result in improved job performance and general life satisfaction. A meta-analysis discovered a strong positive relationship between nurses' job performance and job satisfaction. Furthermore, there was a positive correlation between nurses' job satisfaction and their general life satisfaction as well as their level of job stress (Lu et al., 2016).

It's essential to remember that there are many different facets and a complex relationship between stress on the job, performance on the job, and satisfaction with life among nurses. Workload, corporate culture, support networks, and personal coping strategies are a few examples of the variables that can affect these results. Numerous studies have investigated interventions meant to lessen job stress and increase job satisfaction among nurses. Implementing wellness initiatives, offering stress management training, increasing personnel levels, and creating encouraging work environments are some of these solutions.

The first hypothesis stated that there will be a significant negative relationship between job stress and job performance. The result of the study shows that job stress and job performance are positively correlated. There was a study conducted in rural area of Taiwan that explore a relationship between job stress, job performance and job performance among health care coworkers. The results of study showed that job stress having a positive effect on job performance (Chao et al., 2015). Stress has two types distress and distress. Eustress, which is sometimes referred to as good stress, is a driving factor behind taking action, improving attention span, and improving productivity at work. This healthy kind of stress shows up as a motivator for growth on both a personal

and professional level, encouraging people to take on opportunities and overcome obstacles. Eustress promotes a condition of increased awareness and participation and is closely associated with the best possible functioning of the human mind. Eustress appears as a catalyst for adaptive reactions, promoting resilience and potential realization as people negotiate the demands of their surroundings. The complex relationship that exists between eustress and cognitive processes highlights the importance of eustress in terms of psychological health and performance enhancement (Park et al., 2007). The second hypothesis stated that there will be the positive relationship between job performance and life satisfaction. The results of this study also indicated that job performance and life satisfaction are positively correlated. Another study on healthcare volunteers was carried out in Malaysia, and this time both doctors and nurses were included. A total of 1,000 volunteers took part, with 60% of them being men and the rest women. The study used volunteerism as a foundation to find connections between employee encouragement, job performance, and life fulfillment. The study's findings show that volunteering duration and type of contact influence life satisfaction, volunteering frequency affects volunteering duration, volunteering self-esteem influence volunteering frequency, volunteering job performance influences volunteering life satisfaction, and volunteering current employment level significantly influences volunteering duration, self-esteem, employer encouragement, and job performance (Veerasingam et al., 2013). According to prior studies, employees who are happy with their way of life likely to build close bonds with their coworkers, (Cropanzano & Wright, 2001), which enhances their ability to function at greater levels (Carmeli et al., 2009). Empirical studies have shown that life satisfaction is positively correlated with many performance indicators, increasing the importance of life satisfaction (Lyons & Huebner, 2016).

The third hypothesis stated that job stress is negatively correlated with life satisfaction but our study result showed that job stress is positively correlated to life satisfaction. The "bright side" of job stress is examined in a recent study from the University of Toronto, which offers a nuanced viewpoint that should be taken into account in the nursing environment. The results of the study indicate that, although significant worry is still common, mild stress may serve as a motivator and even improve work output. This realization makes one consider the fine balance that must be struck between the necessity for sufficient support networks to shield nurses' wellbeing from negative consequences and stress as a performance enhancer (Pistner, 2018). Within the field of nursing, each of the studies previously stated establish a basis for comprehending the effects of work-related pressures on different aspects of professionals' life. The difficulties noted include satisfaction, work-family conflict, role ambiguity, and perceived danger may have particular consequences in the context of healthcare. Resolving these stressors becomes essential for nurses' general life satisfaction as well as their effectiveness on the job. The results of the dissertation, which show that life satisfaction and professional stress are positively correlated among nurses, add an important perspective to the conversation. This relationship implies that, under some conditions, professional stress may not only be an unavoidable part of nursing but also have the ability to enhance the sense of fulfilment that comes from conquering obstacles. Eventually, the discussion clarifies the complex interactions among work-related stress, job effectiveness, and life satisfaction among nurses (Ivy Panda, 2020). Job stress affects employees' life satisfaction and happiness by using emotional intelligence to moderate the relationship. The data suggest that stress was a major indicator of satisfaction but factors aside from stress could be involved with life satisfaction (Naseem,2018). Nursing practitioners encounter certain pressures that need

a customized approach to support and response. The necessity for a balanced viewpoint that acknowledges stress as a potential motivator while highlighting the significance of organizational tactics to promote nurse well-being and satisfaction is highlighted by recent insights into the potentially positive features of workplace anxiety.

The fourth hypothesis that was there is a significant difference between demographic variables among nurses in job stress, job performance, and life satisfaction. There was a study conducted on job stress and life satisfaction in which they use one-way Anova for linear relationship job stress and life satisfaction (Altinok et al., 2011). So, on the bases of the literature one-way Anova is used in the study. The results of the study shows that One-Way ANOVA comes about based on age groups that shed light on potential age-related patterns. Whereas no critical contrasts are watched in life satisfaction, there are inconspicuous varieties in individual work performance and workplace stress over age groups. Post-hoc examinations may give deeper insights.

Based on years of experience, the ANOVA suggests that as involvement increases, there will be a positive drift in both life satisfaction and work performance. The connection to stress at work, however, is less obvious, indicating the need for further research. Notable variations in psychometric variables across different shift patterns emphasize how important it is to take work hours into account while translating. Higher individual work performance and personal satisfaction are associated with day shift work. The results of the ANOVA indicate that there are no significant variations between the financial status categories in terms of an individual's work performance, life satisfaction, or workplace stress. This indicates that there may be level playing fields for these variables within the sample under consideration.

Understanding the intricate relationships between age, years of experience, shift schedules, and financial situation can help in mediations in the workplace. Fitting back programmers according to age or relocation plans may improve their suitability for occurrences. These findings can be used by policymakers to develop programmers' that cater to the diverse demands of workers. Understanding the impact of factors such as age, experience, and shift patterns can help create stronger and more comprehensive work environments. It's critical to understand the limitations of the study, including sample selectivity and inherent biases in self-report data. Future research should look into additional factors including organizational culture and work components that affect the flow of the workplace.

Conclusion

A study comprising 301 participants examined the relationship between life satisfaction, job performance, and job stress among nurses in Islamabad and Rawalpindi. The study discovered a positive association between job stress and job performance, defying the initial hypothesis of a negative correlation and suggesting that stress may have a positive role as a motivator for better work production. Furthermore, the positive relationship between life satisfaction and job performance is consistent with earlier studies that highlight the role that life satisfaction plays in improving overall job effectiveness. The surprising positive relationship between life satisfaction and occupational stress adds richness to our knowledge of how stress affects nurses' well-being. It suggests that stress may, in some situations, help people feel fulfilled when they overcome obstacles in their lives. Additionally, the demographic factors examined using One-Way ANOVA provided insight into potential age-related trends, differences in job performance and stress levels across age groups, and the impact of shift schedules on both individual job performance and life happiness. A possible level playing field

within the examined sample is indicated by the lack of significant differences in these traits across financial status categories. These observations can help to improve the efficacy of focused workplace interventions, including age or shift-specific programs. With the use of these data, policymakers may create plans that cater to the various requirements of nurses and create a more inclusive and encouraging work environment. It is imperative to recognize the limits of the study, such as the possibility of biases in the self-reported data and the sample's specificity. Furthermore, future investigations should examine other variables influencing workplace dynamics, like corporate culture and job positions.

Limitations and Suggestions

1. Due to lack of time and resources, we only reached a small sample of the huge population from twin cities only which raises the question of generalizability. To avoid this problem, the sample would be expanded in the upcoming research.
2. Participant's data was self-reported which is liable to bias. For example, participants may underreport or overreport their levels of job stress, job performance, or life satisfaction.
3. A cross-sectional design is frequently used in this kind of research, which means that data are gathered at a single point in time. This may make it more difficult for nurses to identify temporal links between job stress, job performance, and personal satisfaction.

Implications

1. The study can help to improve knowledge of the impacts of job stress on nurses' well-being and professional performance by examining the link between job stress and job performance.

2. This can aid in the development of policies by healthcare organizations and policymakers to lessen stress and provide a healthy work environment for nurses.
3. The creation of solutions to lessen workplace stress can be influenced by knowledge of the connection between job stress, work performance, and life happiness. This is true, especially for nurses. Initiatives that can improve nurses' performance and well-being include stress management programs, workload modifications, and supportive leadership training.
4. This study's results may impact healthcare in a way that organizations may create a more attractive work environment for nurses, increasing retention rates and increasing the profession's attraction to potential recruits by managing working stress and enhancing job satisfaction.

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Appendices

- A. Inform consent
- B. Demographics
- C. Scales
- D. Permission of scales
- E. Support Letter

Appendix A

Informed consent

You are invited to take part in a study that Nayab Imran is doing at Capital University of Science and Technology under the direction of Sir Zeeshan Altaf. Among nurses, the relationship between job stress, job performance, and life satisfaction is what this study aims to explore. Your involvement is essential in helping us better understand these facets of the nursing profession. If you accept to take part, you will be required to spend about 20 minutes answering surveys. We will keep your responses private. Your participation is completely optional, and you are free to stop at any time without facing any repercussions. Please contact Nayab Imran at nayoimran88@gmail.com or Sir Zeeshan Altaf at zeeshan.iltaf@cust.edu.pk if you have any queries or would like to receive study results. Your agreement and understanding are indicated by your participation. We appreciate you considering taking part in this significant study.

Appendix B

Participant Information

Age: _____

Years of Experience as a Nurse: _____

Shift Schedule: Day Shift Night Shift Rotating Shifts

Socioeconomic status:

Appendix C

Individual Work Performance Questionnaire IWPQ

Instructions:

The following questions relate to how you carried out your work during the past 3 months. In order to get an accurate picture of your conduct at work, it is important that you complete the questionnaire as carefully and honestly as possible. If you are uncertain about how to answer a particular question, please give the best possible answer. The questionnaire will take about 5 minutes to complete. The questionnaire is completely anonymous: your answers will not be seen by your supervisor(s) or colleagues.

Scale 1: Task performance (5 items)

In the past 3 months...	Seldom	Sometimes	Regularly	Often	Always
1. I was able to plan my work so that I finished it on time.					
2. I kept in mind the work result I needed to achieve.					
3. I was able to set priorities.					
4. I was able to carry out my work efficiently.					

Scale 2: Contextual performance (8 items)

In the past 3 months...	Seldom	Sometimes	Regularly	Often	Always
6. On my own initiative, I started new tasks when my old tasks were completed.					
7. I took on challenging tasks when they were available.					
8. I worked on keeping my job-related knowledge up-to-date.					
9. I worked on keeping my work skills up- to-date.					
10. I came up with creative solutions for new problems.					

11. I took on extra responsibilities.					
12. I continually sought new challenges in my work.					
13. I actively participated in meetings and/or consultations.					

Scale 3: Counterproductive work behavior (5 items)

In the past 3 months...	Seldom	Sometimes	Regularly	Often	Always
14. I complained about minor work-related issues at work.					
15. I made problems at work bigger than they were.					
16. I focused on the negative					

<p>aspects of situation at work instead of the positive aspects.</p>					
<p>17. I talked to colleagues about the negative aspects of my work.</p>					
<p>18. I talked to people outside the organization about the negative aspects of my work.</p>					

The Satisfaction with Life Scale

DIRECTIONS:

Below are five statements with which you may agree or disagree. Using the 1-7 scale below, indicate your agreement with each item by placing the appropriate number in the line preceding that item. Please be open and honest in your responding.

1. Strongly Disagree
2. Disagree
3. Slightly Disagree
4. Neither Agree or Disagree
5. Slightly Agree
6. Agree
7. Strongly Agree

Items	Strongly Disagree	Disagree	Slightly Disagree	Neither agree or disagree	Slightly Agree	Agree	Strongly Agree
In most ways my life is close to my ideal.							
The conditions of my life are excellent.							
I am satisfied with life.							
So far, I have gotten the important things I want in life.							

If I could live my life over, I would change almost nothing.							
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The Workplace Stress Scale

Directions:

Thinking about your current job, how often does each of the following statements describe how you feel?

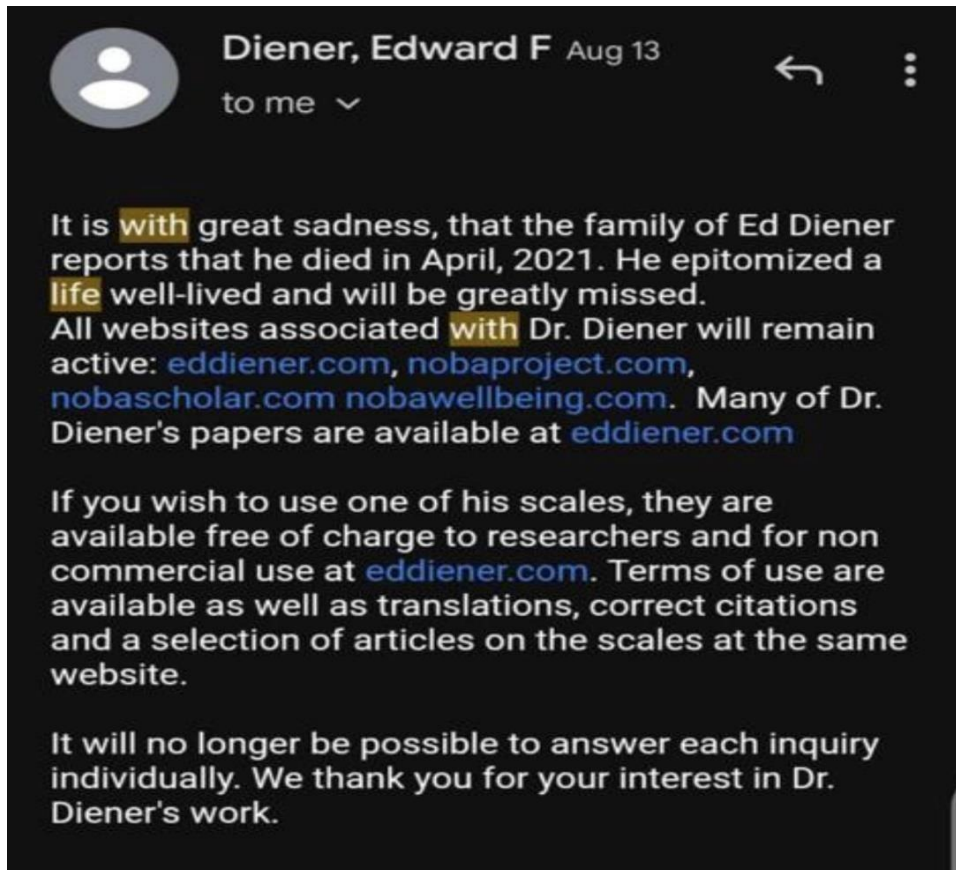
Items	Never	Rarely	Sometimes	Often	Very often
Conditions at work are unpleasant or sometimes even unsafe					
I feel that my job is negatively affecting my physical or emotional well-being.					
I have too much work to do an/or too many unreasonable deadlines.					

<p>I find it difficult to express my opinions or feelings about my job conditions to my superiors.</p>					
<p>I feel that job pressures interfere with my family or personal life.</p>					
<p>I feel that I have inadequate control or input over my work duties.</p>					
<p>I receive inadequate recognition or rewards for good performance .</p>					

I am unable to fully utilize my skills and talents at work.					
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Appendix D

Permission of Scale



Hi Nayab,

You may use the Workplace Stress Scale with attribution to The American Institute of Stress.

Thanks,
Donna

Donnalyn Burke- Brown, EMT, DAIS
General Manager



The American Institute of Stress

[220 Adams Dr, Suite 280 - #224](http://220AdamsDr.com)

Weatherford, TX 76086 USA

Phone: (682) 239-6823

dbrown@stress.org

www.stress.org





Koopmans, L. (Linda) 1 Oct 2023



to me ▾

Dear Nayo,

Thank you for your e-mail and interest in the IWPQ. Please find attached the manual of the 18-item IWPQ. The manual includes the background of the questionnaire, the reliability and validity, the Dutch and English version of the questionnaire and instructions for use.

The IWPQ is free to use for research purposes.

Kind regards,

Appendix E



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Islamabad

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Ref. CUST/IBD/PSY/Thesis-617
August 7, 2023

TO WHOM IT MAY CONCERN

Capital University of Science and Technology (CUST) is a federally chartered university. The university is authorized by the Federal Government to award degrees at Bachelor's, Master's and Doctorate level for a wide variety of programs.

Ms. Nayab Imran, registration number **BSP201015** is a bona fide student in BS Psychology program at this University from Spring 2020 till date. In partial fulfillment of the degree, he is conducting research on "The relationship of socio-cultural attitude towards appearance muscle dysmorphia and psychological adjustment among males (young adults)". In this continuation, the student is required to collect data from your institute.

Considering the forgoing, kindly allow the student to collect the requisite data from your institute. Your cooperation in this regard will be highly appreciated.

Please feel free to contact undersigned, if you have any query in this regard.

Best Wishes,

Dr. Sabahat Haqqani
Head, Department of Psychology
Ph No. 111-555-666 Ext: 178
sabahat.haqqani@cust.edu.pk