

## **Stress among Academic Staff and Students' Satisfaction of Their Performances in Payame Noor University of Miandoab**

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### **ABSTRACT**

Present study examined the relationship between stress among academic staff and students' satisfaction of their performances in Payame Noor University (PNU) of Miandoab City, Iran in 2014. The methodology of the research is descriptive and correlation that descriptive and inferential statistics were used to analyze the data. Statistical Society includes all staff of PNU of Miandoab and referrals were selected. Sample of the by Morgan's table that includes 15 individuals academic staff of PNU of Miandoab and 150 individuals of their referrals were which have been randomly selected. The method of sample is random sampling. Data collected recent study via assessment Steinmetz *occupational stress questionnaire* and the questionnaire of measuring academic staff performance's that made by the researcher. Cronbach's alpha was used to determine the reliability of the questioners. The results of this study indicate that between two variables of stress among academic staff and establish of their effective communication with students is equivalent figure to  $R= 0.937$  and the validity of the result is equal to  $P= 0.000$  and between two variables of stress among academic staff and establish of their appropriate behaviors with students is equivalent figure to  $R= -0.237$  and the validity of the result is equal to  $P= 0.325$  as well as between the two variables of stress among academic staff and their responsibilities is equivalent figure to  $R= 0.941$  and the validity of the result is equal to  $P= 0.000$

On the basis of this finding, it is recommended that workshops, seminars and conferences on techniques of stress management for all academic staff by unit management to promote mental health of academic staff.

**Keywords:** *Stress, Academic Staff, Students, Satisfaction, Performance, Payame Noor University.*

**M**any interactions between individuals and the environment produce stress. It is popularly said that life is full of stress, that the ordinary daily activities of daily life which should naturally be a routine, sometimes becomes very difficult in carrying out the way one does normally (Adebiyi,

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2011). Stress that is intrinsic or otherwise related to job or the organization is referred to as job or occupational stress (Okorie, 2007). In recent times, stress has become a major issue that has seriously affected academic staff tertiary institutions all over the world. However, scholars have come out with the view that stress in academic institutions can have positive and negative consequences if not properly controlled (Smith, 2002). Accordingly Edem (1982) in his analysis of stress pointed out that the task of an academic staff is always very complex. However, Nwadiani (2006) in affirming Edem(1982) view reveals the major indicators that give rise to stress to include irregular payment of salary , lack of adequate facilities, complex crises, lack of annual leave, lack of accommodation, high cost of living and research grant. Today, it has been observed that several researchers have shown that career stress has a negative effect on individual and organizational commitment especially when it comes to work performance (Cartwright, 2002).

### **STATEMENT OF THE PROBLEM**

Occupational stress is a growing problem worldwide, which result is substantial costs to employees and organizations (Cotton & Hart, 2003). Human beings have learnt their lessons of coping with these multitude waves of changes to ensure their future survival. This condition of inability copes with the environmental changes, have caused a new phenomenon called 'stress'. Stress is simply a consequent of a disturbance to the equilibrium state that existed previously.

In the new millennium, stress has become a common and serious problem faced by almost everyone at one point of time or the other. This problem has become so common both in developed and developing countries that people have called it 'the third wave plague' (Sutherland & Cooper, 1990). There is now overwhelming evidence attesting to what many academics has known for years: academia is a highly stressful occupation. In fact, academics throughout the world deal with a substantial amount of ongoing occupational stress (Kinman, 2001). Studies show that the education sector is one of the stress ridden work settings (Galloway et al., 1990; Nhundu, 1999; Phillips, Sen & McNamee, 2007; Palmer & Cooper, 2007). Further, studies have shown that, by their nature, academic staff and other people working in university settings can easily be prone to occupational stress (Redhwan, et al., 2009).

Occupational stress has been identified as a common phenomenon in the academic profession. However, little research has been done to examine the stress among academic staff and students' satisfaction of their performances in Payame Noor University.

### **SIGNIFICANCE OF THE STUDY**

Today, many scholars in behavior studies attribute poor health is an outcome of stress, and it can be used to ascertain if workplace pressures have positive and motivating or negative and damaging effects. However, poor health may not necessarily be indicative of workplace stress.

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Individuals may, for example, be unwell because they choose not to lead a healthy lifestyle or may be unaware of how to do so (Cartwright & Cooper, 2002).

It has been observed that certain studies found high levels of stress relating to work relationships, control, resources and communication and job insecurity (Tytherleigh, 2003; Tytherleigh, et al, 2005), excessive overload and work life imbalance are among the most frequently reported stressors by academics (Association of University Teachers , 2003).

### OBJECTIVE

The objective of this research work is to find out the relationship between stress among academic staff and student's satisfaction of their performances.

### HYPOTHESES

1. There is a relationship between stress among academic staff and establish of their effective communication with students.
2. There is a relationship between stress among academic staff and establish of their appropriate behaviors with students.
3. There is a relationship between stress among academic staff and their responsibilities.

### METHODOLOGY

The methodology of the research is descriptive and correlation that descriptive and inferential statistics were used to analyze the data. Statistical Society includes all staff of PNU of Miandoab and referrals were selected. Sample of the by Morgan's table that includes 15 individuals academic staff of PNU of Miandoab and 150 individuals of their referrals were which have been randomly selected. The method of sample is random sampling. Data collected recent study via assessment Steinmetz *occupational stress questionnaire* and the questionnaire of measuring academic staff performance's that made by the researcher. Cronbach's alpha was used to determine the reliability of the questioners.

#### Analysis and Interpretations of the Data

**Table1: The reliability of the questionnaires**

Cronbach's alpha	Number of questions	questioner
0.943	22	Students' satisfaction
0.783	36	Stress among academic staff

Assess reliability: Cronbach's alpha was used to determine the reliability of the questioners. According to the above table Cronbach's alpha values obtained for student satisfaction questioner's is close to 1 and Cronbach's alpha values obtained for staff stress questioner's is 0.78 This is an indication of the reliability of both questionnaires.

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**Table2: Standard deviation of variables**

<b>Responsibility</b>	<b>Appropriate behaviors</b>	<b>Effective communication</b>	<b>Stress among academic staff</b>	<b>variables</b>
13.50	13.57	14.36	69.93	<b>Average</b>
1.13	1.15	1.42	7.36	<b>Standard deviation</b>

**Table3: Pearson correlation test**

<b>Responsibility</b>	<b>Appropriate behaviors</b>	<b>Effective communication</b>	<b>As the variable</b>	
0.941	-0.273	- 0.927	<b>Correlation</b>	<b>Stress among academic staff</b>
0.000	0.325	0.000	<b>Significant level.</b>	
confirmed	not confirmed	confirmed	<b>Test result</b>	

The first hypothesis analysis (There is a relationship between stress among academic staff and establish of their effective communication with students) to investigate the relationship between two variables of (Stress among academic staff) and (Establish of their effective communication with students) Pearson correlation test was used. The data show that the correlation coefficient between the two variables is equivalent figure to  $R = 0.937$  and the validity of the result is equal to  $P = 0.000$

Considering the amount of credit obtained by the maximum acceptable value for the hypothesis ( $P = 0.05$ ) is smaller. There is inversely correlated with the degree of  $R = 92\%$ ; and there is a relationship between stress among academic staff and establish of their effective communication with students, so we can conclude that hypothesis is confirmed.

Analysis of the second hypothesis (there is a relationship between stress among academic staff and establish of their appropriate behaviors with students). The results of the Pearson correlation test show that between two variables of (Stress among academic staff) and (Establish of their appropriate behaviors with students) is equivalent figure to  $R = -0.237$  and the validity of the result is equal to  $P = 0.325$

Considering the amount of credit obtained by the maximum acceptable value for the hypothesis ( $P = 0.05$ ) is bigger. So we can conclude that the null hypothesis ( $H_0$ ) is confirmed. And there is not a relationship between stress among academic staff and establish of their appropriate behaviors with students, so we can conclude that hypothesis ( $H_1$ ) is not confirmed.

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Analysis of the third hypothesis (there is a relationship between stress among academic staff and their responsibilities). The results of the Pearson correlation test show that between two variables of (Stress among academic staff) and (Their responsibilities) is equivalent figure to  $R= 0.941$  and the validity of the result is equal to  $P= 0.000$

Considering the amount of credit obtained by the maximum acceptable value for the hypothesis ( $P = 0.05$ ) is smaller and there is a relationship between stress among academic staff and their responsibilities, so we can conclude that hypothesis is confirmed.

### **FINDINGS AND DISCUSSIONS**

The findings of this study from the first hypothesis indicate that there is a correlation between stress among academic staff and establish of their effective communication with students. This finding is supported by the work of (Tytherleigh, 2003; Tytherleigh, et al, 2005). The present study is also in agreement with the above findings. The findings of this study from the second hypothesis indicate that the relationship between stress among academic staff and establish of their appropriate behaviors with students is not confirmed, because there is no significant difference in the stress among academic staff and establish of their appropriate behaviors with students. The findings of this study from the third hypothesis indicate that there is a correlation between stress among academic staff and their responsibilities. This result is consistent with the findings of (Cartwright, 2002; Edem, 1982; Galloway et al., 1990; Nhundu, 1999; Phillips, Sen & McNamee, 2007; Palmer & Cooper, 2007). Will be based on the there is a direct relation between stress among academic staff and their responsibilities, So we can conclude that this research can be extended to recreation facilities and social support packages should be boosted up in the university environments.

### **CONCLUSIONS AND RECOMMENDATIONS**

On the basis of the results of this study it can be concluded that members of academic staff in (PNU) of Miandoab is vulnerable and susceptible to psychological stress. On the basis of this finding, it is recommended that educational planners and administrators should see how to infrastructures that alleviate stress would be provided in the university since both male and female lecturers correlated their stress experience to this factor. Again, measures such as increment in remuneration, provision of relaxation facilities should be provided and lecturers should be mandated to the university Counselor from time to time; in order to facilitate productivity and efficiency in their work as well as workshops, seminars and conferences on techniques of stress management for all academic staff by unit management to promote mental health of academic staff.

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