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KEYWORDS	ABSTRACT
Stress, Work-Life Balance, Work-Place Anxiety, Social Support & Job Satisfaction	<p>The purpose of this research is to investigate relationship between stress at work and amount of job satisfaction experienced by surgeons, while taking into consideration moderating effects of social support. First of two aspects of occupational stress that are investigated is the failure to maintain a healthy balance between one's personal and professional lives. Second is stress that is experienced while working. To collect primary data, questionnaire was sent to 500 medical professionals, the majority of whom were surgeons employed by private institutions. Results of this research demonstrated that a healthy work-life balance has a significant impact on the job satisfaction. Moreover, lower levels of job satisfaction have been connected to workplace stress. The unfavorable association between work-life balance and job satisfaction is minimized when surgeons have access to social services. Also, it reduces the detrimental impact of work-related stress on performance, that is significant advantage. Top-level managers have potential to boost surgeons' satisfaction by implementing stress management practices in the workplace and offering social support.</p> <p> 2023 Journal of Social Research Development</p>
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INTRODUCTION

Human stress is a term that's used to explain how the body reacts to the demands that are placed on it, regardless of whether or not such expectations are positive. The surgeons in both developed and developing nations face one of the most significant threats to their health on the job in the form of occupational stresses (Zheng, Lyu, Pan & Chen, 2022). There are various aspects in workplaces that are referred to as job stressors that make occupations unpleasant and tough for lot of individuals in the manufacturing industry as well as service industry (Martin, Hauret & Fuhrex, 2022). Further

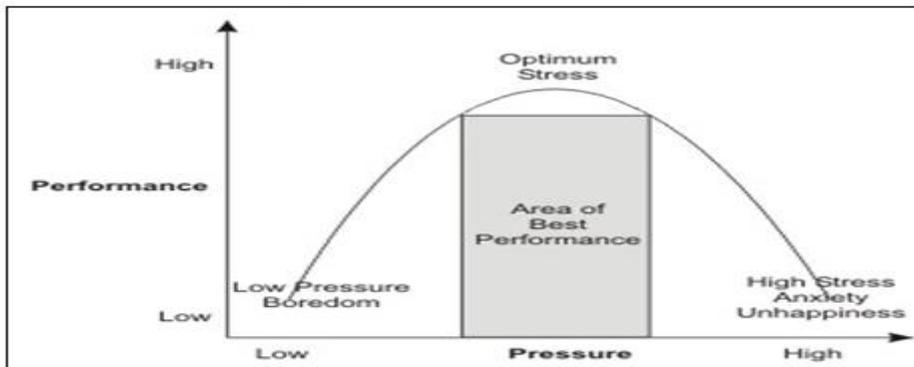
sources of stress at work include problems with the acts of a supervisor, arguments with colleagues and junior workers, disagreements with the management standards, and disagreements with junior surgeons (Zheng, Lyu, Pan & Chen, 2022). Anxiety in workplace is a learned reaction to stress and may be induced by a wide variety of reasons; nevertheless, some instances of workplace anxiety are more severe and debilitating than others (Dodanwala, Santoso & Yukongdi, 2022). Disagreements in these areas may also lead to stress. In today's environment, anxiety is a problem that affects the significant number of people. The level of satisfaction that the surgeons derives from their work has been the subject of more research than any other aspect of organizational behavior (Li, Song, Fan, Zhou & Xu, 2022). Almost everyone's life revolves on their occupation in some way. The workplace and working life in general put a strong focus upon a variety of problems that may be explained by organizational psychology.

Workplace wellbeing refers to the mental and physical well-being of workers and includes a broad spectrum themes like surgeons engagement, job satisfaction, quality of life on the job, human factor, physical workplaces, performance assessment, motivations and leadership (Charoensukmongkol & Phungsoonthorn, 2022). On other hand, job satisfaction serves as achievement indicator within the context of action related to the career development. When surgeon report having positive thoughts about their work and the range of tasks they are required to do, that surgeons is regarded to have a high degree of job satisfaction (Zheng, Lyu, Pan & Chen, 2022). It is possible that the dissatisfaction with one's service is key factor that predicts decline in the surgeon performance. This dissatisfaction may lead to actions such as absenteeism and the formation of plans to quit one's present employer (Sigursteinsdottir & Karlsdottir, 2022). The stress is not only bad for one's stomach but lowers one's general effectiveness (Martin, Hauret & Fuhrer, 2022). The inability to meet basic demands may lead to job-related stress; prolonged stress can develop to worry, which in turn can lead to tension. Thus, the residual impact of stresses is something that can be felt, observed, and assessed on both a physiological and psychological level, and it is eventually related with psychosomatic diseases (Li, Zhang & He, 2022).

Previous studies have looked at correlation between workplace stress and satisfaction on job, but the current study took a fresh perspective by analyzing issue in a novel setting. In broad sense, stress and anxiety are nothing more than simple hormonal & physiological responses to what is believed to be a threat to one's safety or external risk. These emotions should begin to dissipate when stressful event in question has concluded or after "stressor" in question is eliminated (Huang, Chen, Gao, Wu, Ni, Wang & Sun, 2022). Although while worry and stress are normal and unavoidable aspects of life, there are occasions when they may have significant negative impact on person's mental health, quality of life, and level of work satisfaction they feel in their employment (Li, Song, Fan, Zhou & Xu, 2022). Anxiety in workplace is a learned reaction to stress and may be induced by wide variety of reasons; nevertheless, some instances of workplace anxiety are more severe and debilitating than others (Dodanwala, Santoso & Yukongdi, 2022). Anxiety in the workplace is distinct from stress in workplace since it goes beyond body's normal reaction to stress (Niebuhr, Borle, Zobel & Voelter, 2022). Although majority of individuals feel some amount of stress in their jobs, workplace anxiety goes beyond even that. There are variety of potential roots for anxiety. Still, in our research, scholars

analyze the level of stress and work life balance effect on satisfaction of surgeons with moderating role of social support.

Figure 1 Inverted-U Relationship Between Pressure & Performance



Source: Bali, A. (2015). Psychological factors affecting sports performance. *International Journal of Physical Education, Sports and Health*, 1(6), 92-95.

LITERATURE REVIEW

Job Satisfaction & Stress

The results of the vast majority of research that has been carried out in recent times to study the connection between work satisfaction and levels of job stress have shown that higher levels of job stress are connected with lower levels of the job satisfactions. In research that was carried out by [Niebuhr, Borle, Zobel and Voelter \(2022\)](#), the author looked at the relationship between the social integration (also known as social support from coworkers) and job satisfaction as well as loyalty to the business. One hundred eighty-nine doctors responded to surveys after they had been employed for six months and again after they had been employed for a year. According to findings, surgeons who felt if they had greater degree of social integration reported better levels of work satisfaction as well as loyalty to the organization. It is possible that dissatisfaction with one's service is key factor that predicts decline in surgeon performance. Further, [Pancer, Hunsberger, Pratt and Alisat \(2000\)](#) conducted survey using cross-sectional methodology so as to investigate link amid work stress and job satisfaction. They came to conclusion that decrease in work satisfaction was linked to increase in occupational stress.

[Leveck and Jones \(1996\)](#) conducted study in the early 1990s to determine how work stress and job satisfaction influenced the length of time staff surgeons remained on the job, hence impacting the quality of the treatments. Three hundred fifty-eight registered surgeons from different acute care hospitals took part in the study. One of their results showed that people who said they felt a lot of stress at work also said they were less happy with their jobs overall. In a similar vein, [AbuAlRub \(2004\)](#) found support for comparable findings when they investigated a model of work satisfaction. Thus, the sample included the total of 308 Taiwanese doctors who worked at a single hospital. This dissatisfaction may lead to actions such as absenteeism and formation of plans to quit one's present employer ([Sigursteinsdottir & Karlsdottir, 2022](#)). The findings demonstrated that (1) a drop in job

satisfaction occurred simultaneously with an increase in respondents' levels of stress and (2) a rise in job satisfaction occurred concurrently with an increase in respondents' levels of social support from supervisors and co-workers.

Social Support & Job Satisfaction

According to research, social integration (in form of social support from coworkers) is linked with satisfaction. Among 157 registered doctors working in a private hospital in Australia, [Bartram et al. \(2004\)](#) performed research to examine impact of social support on job satisfactions and workplace stress. Respondents' workplace stress was reduced, and their job satisfaction was raised, when they got social support from their superiors and coworkers. [Mrayyan \(2005\)](#) looked at what causes nurse dissatisfaction in Jordan. One of causes of nurse burnout in Jordan was identified as lack of support from nursing management and hospital managers. Further researchers analyzed the satisfaction and retention rates of doctors in Jordan, both in public and private hospitals, and found no significant difference between the two. She found that compared to doctors working in private hospitals, those at public hospitals were less satisfied with their professions and more likely to declare a desire to quit the profession. Thus, also, sample of 464 Jordanian hospital doctors was surveyed by [Hamaideh \(2011\)](#) to characterize their social support. In order to get an accurate reading on the level of social support, an assessment of the socially helpful behaviors was used. They observed that the doctors appreciated assistance as a form of social support the highest, followed by emotional support as the next most valued form.

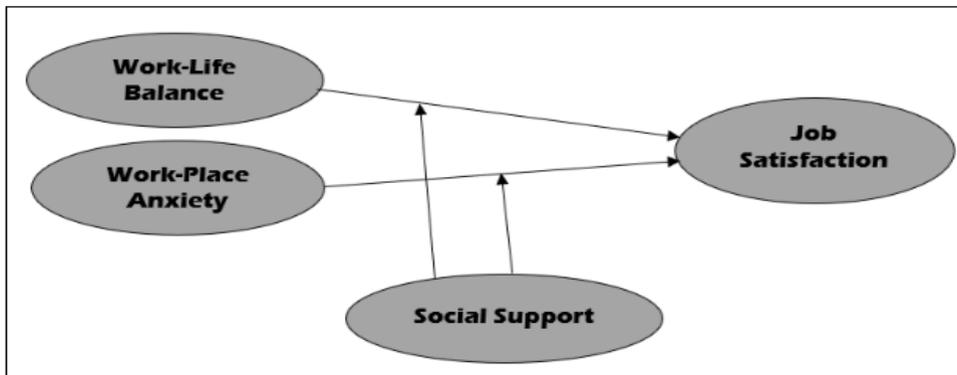
Moderating Role of Social Support

Several studies have examined how social support influences the correlation between doctor's stress and job satisfaction ([Chen et al., 2022](#)). [Hendrix et al. \(1988\)](#) evaluated the impact of social support on stress, strain, and health among a sample of 2010 people from 23 different professions. Stress at work was characterized as being unsatisfied with the one's job or task or being bored while at work. Overall mental health was less affected by occupational stress and pressure when they had social support. That is, when stress and work pressure grew, the mental health of the patients who reported high levels of social support did not worsen. Eighty university clerical workers were surveyed by [Sargent and Terry \(2000\)](#) to see whether social support was a factor in how stressed out they were by their jobs. Four key findings emerged: (1) support had a positive effect on the job satisfaction and performance; (2) supervisor support mitigated the negative effects of job strain on job satisfaction and depersonalization; (3) support from coworkers and nonwork sources mitigated impact of high strain on job performance; (4) individuals who stated high levels of alienation also reported higher levels of job stress.

Moreover, contradictory results have been recorded. Survey of 602 doctors was undertaken by [Ko and Yom \(2003\)](#) to examine the role social support plays in the stress-satisfaction connection at work. According to the findings, social support had no role in mitigating the harmful impact of work stress on job satisfaction. Anxiety in workplace is distinct from stress in workplace as it goes beyond body's normal reaction to stress ([Niebuhr, Borle, Zobel & Voelter, 2022](#)). Due to significance and relevance of subject, there is a need for more study on moderating effects of social support on stress-satisfaction connection. This dissatisfaction may lead to actions such as absenteeism and formation

of the plans to quit one's present employer (Sigursteinsdottir & Karlsdottir, 2022). It is possible that displeasure with service is key factor that predicts decline in surgeon performance. The hypotheses were examined: Doctors who report high levels of social support from their superiors are more likely to report high levels of job satisfaction despite increases in stress on job, and doctors who report high levels of support from their peers are likely to report high levels of job satisfaction despite increases in stress on the job.

Figure 2 Theoretical Framework



RESEARCH METHODOLOGY

This study was conducted through a cross-sectional survey using quantitative research design. The population of research consisted of all of Pakistan's private sector hospitals' physicians and surgeons. Sample of study consisted of 500 surgeons' and doctors of private medical hospitals. The researchers used probability sampling techniques to collect the data from respondents. More specifically, the researchers used simple random sampling to target respondents. Researcher selected Lahore region to select the respondents as most of the hospitals are operating in Lahore region. The questionnaire was divided into three sections: the first section provided background information on the study and reassured the respondents that their responses would be kept private; the second section included measurement tools for the variables of the study; and the third section included inquiries about the respondents' general backgrounds. The second component consisted of 44 questions in the form of a Likert scale ranging from 1 to 5 (where 1=Strongly Disagree, and 5=Strongly Agree) that were used to gather data from the target respondents. The authors conducted the personal visits to total of 500 respondents. Most of the respondents was surgeons of private medical hospitals. The researcher used structural equational modeling for test of hypothesis. The researchers used SPSS and PLS-SEM for data analysis. The researchers used adopted scales of all the observed variables and these scales are suggested by researchers.

RESULTS OF STUDY

According to the findings of current results, construct reliability of all the items of variables is more than 0.70. The values of (Rho A) and C-a in table 1 are higher than the 0.70 limit. All of the AVEs were between 0.51 and 0.58, which shows that the constructs are reliable and that the measurement models are converging. The discriminant validity of the measurement model was then calculated, as shown in Table 1.

Table 1 Reliability Statistics

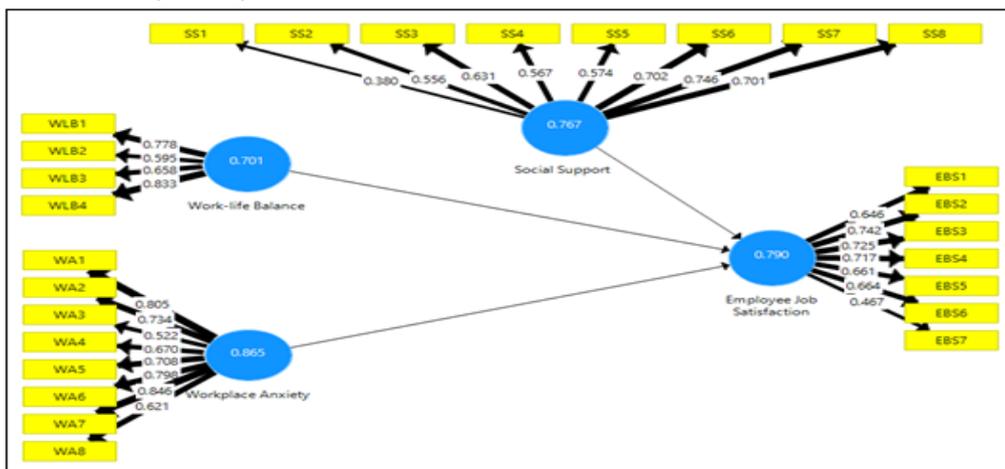
	Cronbach Alpha	RHO A	CR	AVE
Surgeons Job Satisfaction	0.79	0.81	0.85	0.54
Social Support	0.77	0.79	0.83	0.58
Work-life Balance	0.70	0.76	0.81	0.52
Workplace Anxiety	0.86	0.89	0.89	0.52

The results of the HTMT, which serve as measurement of discriminant validity, are shown in Table 2. According to the data, values are in a range from 0.31 to 0.81, which suggests that the discriminant validity is present (Farooq et al., 2018).

Table 2 Discriminant Validity (HTMT)

	[1]	[2]	[3]
Job Satisfaction [1]			
Social Support [2]	0.61		
Work-life Balance [3]	0.31	0.42	
Workplace Anxiety	0.43	0.62	0.81

Figure 3 Reliability Analysis



Structural Model

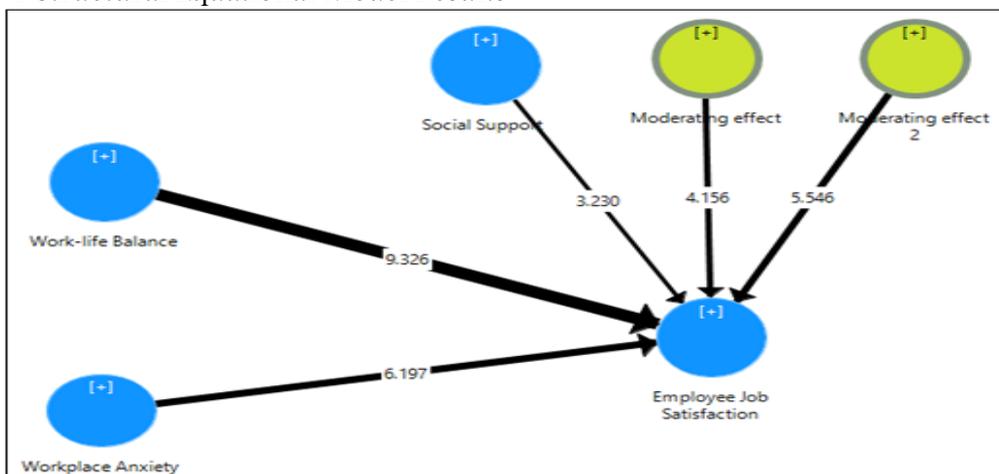
Predicted structural relationships between variables were tested by researchers through structural equational modeling. Results of our study show that work-life Balance has significant β positive effect upon surgeon's job satisfaction (Beta= 0.22, T= 6.2, and P=.000), which provides evidence in favor of first hypothesis (H1). Our research demonstrates that there is a negative relationship amid high levels of the workplace anxiety and surgeons job satisfaction (Beta = 0.22, T = 6.2, & P =.000). The results of our study indicate that social support has direct effect on surgeons Job Satisfaction (Beta= 0.11, T= 3.23, and P=.001). So H3 is supported. Thus, service quality also had a substantial influence on Customer Loyalty ($\beta = 0.12, 3.63, P=.000$). Furthermore, the findings support the third hypothesis, which claimed that the social support had a significant and positive moderating effect

between work life balance and job satisfaction. Further, the findings support the third hypothesis, which claimed that social support had the significant and positive moderating effect between the workplace anxiety and job satisfaction. Thus, table 3 and Figure 4 exhibit the structural mediating models' conclusions. Lastly, the results indicated that social support has moderating effect between all observed variables.

Table 3 Structural Equation Model

	OS (O)	TS	PV
Direct Effect			
Work-life Balance -> Surgeons Job Satisfaction	0.31	9.33	0.00
Workplace Anxiety -> Surgeons Job Satisfaction	-0.22	6.2	0.00
Social Support -> Surgeons Job Satisfaction	0.11	3.23	0.01
Moderating Effect			
Moderating effect 1 -> Surgeons Job Satisfaction	0.19	4.16	0.00
Moderating effect 2 -> Surgeons Job Satisfaction	0.29	5.55	0.00

Figure 4 Structural Equational Model Results



DISCUSSION & CONCLUSION

The literature supports the study's results about negative correlation between work-related stress and job satisfaction. This result is comparable to those (Rostami et al., 2022; Zanabazar et al., 2022). The results highlight need for more study into stress management programs and workplace support systems in order to increase surgeons' satisfaction. Significant favorable connections between social support and work satisfaction were found, according to the findings. In other words, physicians who experienced more social support from coworkers and bosses reported greater job satisfaction. These results are consistent with those of previous studies (Dodanwala et al., 2022). Findings of this study highlight the importance of medical administrators paying attention to the bonds they have with their staff and contemplating ways to inspire doctors to develop the relationships with one another. Historical data shows that physicians who make an effort to develop strong relationships with their colleagues are happier and more committed to their jobs (Martin et al., 2022). Thus, these findings

indicated that the connection between work-life balance and job anxiety was moderated by social support. This suggests that when doctors started reporting higher levels of job stress, those who had more social support from their colleagues and superiors were happier with their jobs than those who had less social support.

There is link between job strain (poor task control & excessive workload) and dissatisfaction, still [Sargent and Terry \(2000\)](#) argue that social support from supervisors may mitigate this effect. This research aims to learn how good work-life balance impacts surgeons' satisfaction on the workplace. The impact of the social support as a moderator between work-life balance, stress at work, and job satisfaction is also examined. Results of this research reveal that when individuals have an excellent work-life balance, they are satisfied with their employment. Moreover, results show that surgeons' job satisfaction is inversely proportional to their levels of stress at work. The work-life balance is associated with higher rates of anxiety in the workplace and worse rates of job satisfaction among workers, although they may be somewhat mitigated by the positive benefits of social support. As a limitation, this research only gathers data from Pakistani surgeons once, and therefore cannot be used to draw any conclusions about the stress levels or the impact of social support on surgeons in Pakistan or elsewhere. Other sources of stress in the job, such as the environment and the quality of management, are also suggested. It is possible that in future, research will support organizational citizenship behavior as a mediator between the stress of work and the level of the job satisfaction experienced by surgeons.

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