

Relationship Between Employees' Workload Pressure And Job Satisfaction At The MOI

Dr. Jameela Khalfan Almur Albusaeedi

Abstract

In today's busy and demanding work environments, organisations seeking to optimise employee performance and well-being must understand the factors that influence job satisfaction and perceived workload. The number and variety of tasks that employees must complete within a certain time frame is known as their workload. Workload is the amount of stress an individual has while doing their duties at work. Employee performance may be significantly impacted by stress, which might result in errors in job completion and decreased output. Accordingly, the current study looked at the relationship between job satisfaction and workload pressure among employees at the MOI. A quantitative research design was conducted to determine the relationship between employees' workload pressure and job satisfaction at the Abu Dhabi Ministry of Interior of the United Arab Emirates. A sample of 125 participants were recruited into the study. Therefore, 125 questionnaires were distributed to the respondents, who filled out the closed-ended questions and returned them after completion. Data was analyzed using the Statistical Package for Social Sciences (SPSS) software version 26. Linear regression analysis and Pearson correlation analysis were used to determine the relationship between employees' workload and job satisfaction at MOI. The study findings demonstrated that workload has a statistically significant and negative effect on the employee's performance. The results of this study demonstrate that employees' job satisfaction is negatively impacted by their workload; as a result, a high workload may result in decreased job satisfaction and, in turn, decreased employee performance. Workers get dissatisfied when they believe their workload is more than that of other employees in their role or earning more money, according to this study.

Keywords: Job Satisfaction, Workload, Workload Pressure

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I. Introduction

In today's busy and demanding work environments, organisations seeking to optimise employee performance and well-being must understand the factors that influence job satisfaction and perceived workload (Anasi, 2020; Inegbedion et al., 2020; Tentama et al., 2019). To ensure the efficient and safe functioning of public service intuitions, employees are essential to the effective service delivery (Abdullah et al., 2021). Among the unique challenges encountered by these employees include high levels of responsibility, long workdays, and the need to make quick decisions while adhering to strict timelines and safety regulations (Nisar & Rasheed, 2020).

The number and variety of tasks that employees must complete within a certain time frame is known as their workload. Workload is the amount of stress an individual has while doing their duties at work (Bellmann & Hübler, 2021). Workload may be affected by personal traits like motivation and cognitive ability as well as organisational factors like task complexity, job expectations, and working conditions (Soomro & Shah, 2019). According to Wang et al. (2020), workers who have an excessive workload may suffer from stress, burnout, and a decrease in job satisfaction. Additionally, a heavy workload may have an impact on organisational outcomes like increased turnover and decreased productivity. Heavy workloads, impending deadlines, complex assignments, and interpersonal interactions with supervisors and coworkers are just a few of the many variables that might affect workload (Kara, 2020). Employee performance may be significantly impacted by stress, which might result in errors in job completion and decreased output. Establishing a productive and healthy work environment requires efficient task management as well as support from coworkers and supervisors in managing stress and high demands (Ko & Choi, 2019).

Interruptions, job stress, and time pressure are some of the indications of workload that researchers have discovered (Inegbedion et al., 2020; Ma et al., 2020; Tentama et al., 2019). Time pressure is believed to be directly connected to the amount of time employees require to complete a task, which is likely to increase their perceived stress level (Junaidi et al., 2020). People's level of job satisfaction inevitably suffers as a result. Numerous studies in psychology, stress, and auditing have found that time constraint significantly affects task performance. Time pressure is therefore one of the main reasons why university workers experience higher levels of stress. Academics claim that when workers do not have enough time to complete specific tasks, time pressure usually

results (Hellín Gil et al., 2022; Salsabilla et al., 2022). According to a different study, time pressure leads to longer workdays and a more competitive workplace. Additionally, time restrictions could directly affect the factor that generates stress, which in turn triggers a variety of other workplace factors. Thus, time pressure determines an employee's exposure to workplace stressors. Long-hour workers also face additional demands relating to their jobs (Tentama et al., 2019).

Preventing job stress, which occurs when employees feel under pressure and uncomfortable due to high workplace demands and obligations, requires effective workload management as well as support from superiors and coworkers in managing high job stress and expectations. When people experience anxiety and pressure from their professions' high standards and responsibilities, it's known as occupational stress. According to Janib et al. (2022), occupational stress has a detrimental influence on workers' mental and physical health as well as the general efficacy of the company. According to Arefi et al. (2021), fatigue, headaches, indigestion, and heart disease are just a few of the health problems that might result from job stress. Additionally, psychological problems like anxiety, despair, and mental fatigue can be brought on by professional stress. The study found that workplace stress may negatively affect an organization's performance by increasing absenteeism, attrition, and decreasing productivity. Therefore, a company's performance depends on having employee-friendly rules and effective stress management. Investigating the potential effects of stress reduction, stress intervention, and management initiatives on employee productivity in the Abu Dhabi Ministry of Interior of the United Arab Emirates has been the subject of many proposals. Accordingly, the current study looked at the relationship between job satisfaction and workload pressure among employees at the MOI.

II. Methodology

A quantitative research design was conducted to determine the relationship between employees' workload pressure and job satisfaction at the Abu Dhabi Ministry of Interior of the United Arab Emirates. There are around 10,000 jobs in this region, and MOI is in charge of the police. The available population for the study consisted of all employees who worked at the Abu Dhabi location during the study period. The population of a study is defined as a "complete set of individuals, events, objects that have common observable characteristics that the researcher is interested in analyzing" (Hossan et al., 2023, p. 23). Therefore, the target population is Ministry of Interior (MOI) employees. The demographics in this survey are typical of all seven emirate states because MOI is a federal government body. However, the researcher concentrated on MOI employees who worked only at the Abu Dhabi location.

The sample consisted of MOI employees who satisfied the following inclusion and exclusion criteria. Due to the study's particular focus on Abu Dhabi, the sample population must be from this city. Furthermore, workers' ages must be considered rather than global labor standards. It can be unethical to include personnel under the age of eighteen in the research because they are frequently regarded as minors. Participants in the study had to be MOI employees headquartered in the Abu Dhabi headquarters and be between the ages of 18 and 57.

A sample of 125 participants were recruited into the study using a stratified random sampling. Therefore, 125 questionnaires were distributed to the respondents, who filled out the closed-ended questions and returned them after completion. Data was analyzed using the Statistical Package for Social Sciences (SPSS) software version 26. Linear regression analysis and Pearson correlation analysis were used to determine the relationship between employees' workload and job satisfaction at MOI.

III. Findings

Table 1 shows the Model Summary for a regression analysis that investigates the influence of Workload (independent variable) on Job Satisfaction (dependent variable). $R (.214)$ is the correlation coefficient between the real and the forecasted values of job satisfaction. The R value of 0.214 tells us that the relationship between workload and job satisfaction is weak and positive. R Square (.046), Also referred to as the coefficient of determinant, this R -value is the value that implies only 4.6% of the total variability in job satisfaction is determined by workload. This implies that the workload is not very strong in affecting job satisfaction. Adjusted R Square (.038) is the number of predictors in the model. With one predictor (workload), the adjusted R Square is just a bit lower at 3.8%, evidence that workload is only a partial cause of job satisfaction variance. Standard Error of the Estimate (.61954) is a measure of the average distance of each of the observed values from the regression line. The value of the model being smaller would mean that the model fits the data better. In this scenario, a standard error of 0.61954 shows moderate variability in job satisfaction scores that is not attributed to workload, therefore, it is a numerical value of the disagreement between job satisfaction scores of different employees. The model shows a weak positive relationship between workload and job satisfaction, but workload explains only a small portion of the variability in job satisfaction.

Table 1:
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.214 ^a	.046	.038	.61954

a. Predictors: (Constant), Workload

Table 2 represents ANOVA (Analysis of Variance) test results for the regression analysis. It was a test of whether the predictor variable (Workload) significant explains variance in the dependent variable (Employee Performance). It is noteworthy that the regression model is statistically significant ($F(1, 123)=5.915, p=0.016$), which confirms that workload explains a significant portion of the variance in employee performance.

Table 2:
Analysis of Variance

ANOVA ^a						
	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2.270	1	2.270	5.915	.016 ^b
	Residual	47.210	123	.384		
	Total	49.481	124			

a. Dependent Variable: Employee performance
b. Predictors: (Constant), Workload

The Regression Table 3 gives the information about the regression equation and lastly, the contribution of the predictor variable (Workload) to the dependent variable (Employee Performance). In other words, the p-value indicates the workload of the employee which in turn affects the performance. Since the p-value is less than 0.05, we can conclude that the workload has a statistically significant and negative effect on the employee's performance. An employee's excess workload not only causes stress but also reduces his/her effectiveness at work ($p = 0.016$). In other words, every increase in workload by a unit of 1, the employee's performance decreases by .210.

Table 3:
Coefficients

	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.495	.328		10.642	.000
	Workload	-.210	.086	-.214	-2.432	.016

a. Dependent Variable: Employee performance

The Correlations Table 4 represents the Pearson correlation coefficients between the two variables (Employee Performance and Workload) as well as their statistical significances. By and large, the operational activities prove to have a barely but significantly negative effect on workers' performance ($r = -0.214, p = 0.016$). This implies that a worker's performance reduces in a small degree while the workload rises. Despite being statistically significant, such a weak correlation shows that other issues are likely to have bigger impacts on employee performance.

Table 4:
Correlation

Correlations		Employee performance	Workload
Employee performance	Pearson Correlation	1	-.214 [*]
	Sig. (2-tailed)		.016
	N	125	125
Workload	Pearson Correlation	-.214 [*]	1
	Sig. (2-tailed)	.016	
	N	125	125

*. Correlation is significant at the 0.05 level (2-tailed).

IV. Conclusion

The results of this study demonstrate that employees' job happiness is negatively impacted by their workload; as a result, a high workload may result in decreased job satisfaction and, in turn, decreased employee performance. In order to preserve high job satisfaction and avoid a decline in employee performance, it is therefore preferable if the workload assigned to employees does not exceed their ability and capacity to complete the work, as the results of descriptive analysis indicate that the workload of employees is more felt in terms of completion time. Work completed in a hurry: Employees frequently get unforeseen assignments that must be

completed immediately, giving them little time to do so. In order to avoid employees feeling overworked, which would reduce job satisfaction and negatively impact performance, all work should be properly handled. Workers will be able to complete jobs more quickly as a result. employee. It turns out that job discipline is one factor impacting employee performance in addition to workload. Workers may find this helpful in making sure they can work in a disciplined way, avoiding task accumulation that might result in a drop in performance and job satisfaction.

Our understanding of psychology, social science research, and management has greatly increased as a result of this effort. Few research has examined the relationship between employees' views of job satisfaction and workload balance and how much work they do in comparison to their colleagues, despite the fact that there are numerous studies on employee workload. Workers get dissatisfied when they believe their workload is more than that of other employees in their role or earning more money, according to this study. In addition, the proposed model of employee perception of job satisfaction and workload balance would be useful to legislators, strategic managers, and other stakeholders committed to building successful companies.

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