

**JOB RELATED STRESS AND JOB SATISFECTION OF
PUBLIC ACCOUNTANTS IN
SRI LANKA**

*By
K. Fazeel*

**A dissertation submitted to the postgraduate unit of the Faculty of
Management and Commerce, South Eastern University of Sri Lanka, in partial
fulfillment of the requirements of the
Master of Business Administration Degree**

**Sri Lanka
2013**

TABLE OF CONTENTS

	Page No
Title	1
Supervisor's Approval.....	II
Declaration	III
List of Tables	IV
List of Figures.....	V
List of Abbreviations.....	VI
Acknowledgements.....	VII
Abstract.....	VIII-IX
 Chapter 1: INTRODUCTION	
1.1 Background of study	1 - 4
1.2 Statement of the Problem	4
1.3 Objectives of the Study	5
1.4 Significance of the Study	5
1.5 Scope of the Study	5
1.6 Limitation	5
1.7 Organization of the Study	6
 Chapter 2: LITERATURE REVIEW	
2.1 Introduction	7
2.2 Stress	7 -22
2.3 Job Satisfaction	22- 30
2.4 Summary	30
 Chapter 3: RESEARCH METHODOLOGY	
3.1 Introduction.....	31
3.2 Conceptual Framework	31
3.3 Derivation of Hypothesis	32
3.4 Operationalization	32 - 33
3.5 Study Setting	34
3.6 Study Design	35
3.7 Population and Sample of Study	35
3.8 Method of Data Analysis	36-41
3.9 Summary	41
 Chapter 4: DATA PRESENTATION AND ANALYSIS	
4.1 Introduction	42
4.2 Data Analysis	42 - 43
4.3 Personal Information	44 - 45
4.4 Reliability Analysis of the Questionnaire	46
4.5 Univariate Analysis (Descriptive Measures)	47
4.6 Correlation Analysis	48
4.7 Dimensional Correlation	49
4.8 Regression Analysis.....	49-52

4.9 Hypotheses Testing	52 - 53
4.10 Discussion of the Findings	54
4.11 Summary	55
Chapter 5: DISCUSSION AND CONCLUSION	
5.1 Introduction	56
5.2 Conclusion	56 - 57
5.3 Recommendation	57 - 58
5.4 Implications of Finding	59
5.5 Areas of Further Research	59
5.6 Summary	59
List of References	60-65

Appendices

Appendix 1: Questionnaire	66-69
Appendix 2: Statistical output	70-72

List of Tables

Page Number

Table 3.1 - Operationalization of Concept and variables	33
Table 4.1 - Summary of Data Analysis	43
Table 4.2 - Age Distribution Level	44
Table 4.3 - Gender Distribution Level	44
Table 4.4 - Income Distribution Level	45
Table 4.5 - Experience Distribution Level	45
Table 4.6 - Work over Load Factors	46
Table 4.7 - Descriptive Analysis	47
Table 4.8 - Correlation Analysis	48
Table 4.9 - Regression Analysis	50
Table 4.10- Hypothesis Testing	53

List of Figures

Page Numbers

2.1 - Relationship between Stressors and stress	12
4.1 - Scatter Plots Pattern between JS and RC	51
4.2 - Scatter plots pattern between JS and WO	52

List of Abbreviation

JRS - Job Related Stress

RC - Role Conflict

WO - Work Over Load

JS - Job Satisfaction

ABSTRACT

Stress has nowadays become a prevalent state in everyday human life especially among different employees at various levels of job and it is felt by most of the workers in everywhere. The public accountants in Sri Lanka are also not exceptional for this as they are maintaining the quality of financial reports which would be the key tools and strategies for the government firms. A study of public accountants' behavior and competencies has been interested for academic researchers. The purpose of this study is to investigate the effects of job related stress on job satisfaction of public Accountants in Sri Lanka.

In the survey, questionnaire and interview are the methods used to collect data. Univariate analysis (single measure analysis), bi-variate analysis (correlation), and multi-variate analysis are used to analyze the data using the SPSS 16.0. The sample consisted of 240 accountants selected from the simple random sampling method.

Basic Relationship tested in this research the relationship between WO and JS The empirical investigation on the job satisfaction of public accountants in Sri Lanka reveals that, there is a weak negative correlation, ($r = -0.039$, $p = 0.552$). Which is not significant.

Basic relationship to be tested in this research is the relationship between RC and JS. It has been proved by the statistical analysis that, there is a negative relationship between RC and JS. The evidence can be taken from both correlation and regression analyses. There is a negative correlation ($r = -0.262$, $p = 0.000$) between the two variables. Therefore, the possible explanation is that there is a negative relationship between RC and JS ($F = 9.980$, $p = 0.000$).

Accordingly, only $r^2 = (0.078)$ 8% of the variance in job satisfaction was significantly explained by one Independent variable considered in this study, still leaves 92% unexplained. In other words, there are other additional variables that are important in explaining job satisfaction that have not been considered in this study. So, further research might be necessary to explain more of the variance in job satisfaction.

Job stress is positioned to become a key determinant of job satisfaction. Hence, this study carried on how role conflict and work overload have an impact on job satisfaction and accordingly they are hypothesized to have negative relationships with job satisfaction. The results showed that, role conflict has significant and negative relationship with job satisfaction whereas work overlord has no significant relationship with job satisfaction of public accountants in Sri Lanka; accordingly role conflict plays an important direct role in explaining and driving job satisfaction. Public accountants with a greater level of role conflict tend to have lesser job satisfaction. However, role conflict has an impact on job satisfaction. As the role of the accountants are felt as imperative to any organizations their job satisfaction will make a notable impact on the productivity of the particular organization. Mean while the relevant the head of the department must recognize their job related stress and take necessary arrangement to overcome them and make them for developing adaptive coping skills for stress.

Thus, this research make a significant contribution to any organization with a view to enhancing productivity of employees as well as the organization by means of increasing job satisfaction through less felt job related stress.