



THE EFFECT OF POST-COVID-19 OCCUPATIONAL STRESS ON JOB SATISFACTION AND EMPLOYEE PERFORMANCE AMONG PARAMEDICAL PERSONNEL

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Abstract

This study explores how occupational stress affects job satisfaction and performance among paramedical staff post-COVID-19. The surge in patients has intensified stress levels in these professionals. Job satisfaction emerges as vital in alleviating stress, while employee performance seems inversely linked to stress. The hypothesis suggests negative impacts of occupational stress on both performance and job satisfaction. Conducted in Karachi, Pakistan, the study involved 300 employees from various organizations, using a closed-ended questionnaire. The research model includes one independent variable (Occupational Stress) and two dependent variables (employee performance and job satisfaction). Regression analysis via SPSS software was used. Employing a descriptive and quantitative approach with empirical methods, data was collected through cross-sectional questionnaires. Results indicate a significant negative correlation between occupational stress and job satisfaction ($r=-0.032$, $p<0.01$), and a similar association with employee performance ($r=-.005$, $p<0.01$). These findings highlight the adverse impact of occupational stress on both job satisfaction and employee performance in the paramedical profession post-COVID-19.

Keywords: Occupational stress, employee performance, job satisfaction, coronavirus, paramedical staff Pakistan

Introduction

Work related pressure or occupation stress is tension on employees brought about by the elements related to work. An employee encounters stress when the accessible resources and competencies are less than required or when contrasted. This type of hectic situation happens in the health care industry when coronavirus strike the whole world. Due to which paramedical staff suffer from an eccentric, occupational stress. The term Occupational stress is the result of globalization, a shift in technology, bottleneck, and work requirements. A few medical conditions like neck and back pain, sleeplessness, aggravation, uneasiness, and mental problems; panic attacks, mood swings, palpitations (abnormal faster heartbeats) and in some cases breathing problems are a portion of the reasons for word related pressure experienced by workers. The specialists have shown through researches that in the course of the past twenty years are accounted as huge because of the

contemporary social changes, changes in lifestyle and working atmosphere and it is also upsetting the work-life balance, the employee productivity and, directly costing the organizational profit. These all casualties happen abruptly after corona virus (covid-19) devour millions of lives. Whereas, Pakistan is the underdeveloped country and inadequate in providing medical facilities to the large around 20 million population (Shaikh, & Hatcher, 2005). Although, health care industry plays a vital role in fighting with the most devastated disease of corona. All the paramedical staff contribute their endless serving to the people of Pakistan to minimize the passing ratio and increase the numbers of recovered patients. Coronavirus is the infectious disease caused unbearable deaths due to the failure of lungs; the real cause of this disease is still vague although many scientists and research engaged in finding the cure from Covid 19 (Ali, & Bhatti, 2020). However, this time when paramedical staff bump into stress that will vary from individual to individual as withstanding limit of pressure shifts from individual to individual.

Occupational stress is perceived to remain constant factor affecting the lives of individuals on personal and professional level. In the past two years, most of the paramedical staff are undergoing massive job stress at their workplace and it is affecting their total daily work (Tomasi, Umana, Raudino, Scalia, Ganau, & Winkler, 2020). This is a universal concern that almost every employee faces with employment matters, Usman et al, (2011). Due to the extensive demand and strain of the fast pace work environment the execution of the duty with minimal to no errors also leads to a higher degree of dissatisfaction among employees (Liew (2014); Haque & Yamoah, (2014), Haque, Aston, & Kozlovski, (2016).

Occupational stress is the consequences of the encounter of employee with the undesired work's conditions (Rashid & Talib, (2015)). Moreover, medical staff is directly in contact with the corona patients, their lives are at high risk due to which most of the physicians, nurses, helping staff doing their job under duress. It is evident through the literature that stress has significant impact on employee's output if his/her mental and physical condition is in disarray. Hundreds of doctor's losses their precious lives due to the lack of resources in Pakistan that lead toward the dissatisfaction in the other paramedical staff to bestow their utmost dedication in saving the country (Sohail, Munir, Aslam, & Hayat, 2021). Stress if it has a decent amount that can be managed by the employees' it helps denote positive influences as well as positive influences (Mai and Vu, (2016) via alleviating the negative side of either producing or even preventing it. Therefore, it is undeniable fact that paramedical staff have a huge role in fighting against Covid 19. Thus, ensuring that they build a safe working atmosphere, practice a positive preventive culture in the hospitals, improved efficiency by managing the internal enjoinment and providing PPE kit (personal protective equipment) and oxygen cylinder in the hospitals that ultimately decreases the chances of spreading corona in the medical workers. Employees become more loyal to their work when organizations provide security preventions to them and safeguard their rights in needed times (Darma, & Supriyanto, 2017).

This paradigm shift has caused to affect paramedical staff performances drastically, and increases consequences of occupational stress. Tension could be explained, as burden tension could be acceptable as resistance to work and a sense of continued pressure. Employee satisfaction and employee performance is a necessary element of association achievement. Job satisfaction and employee performance can be essentially deferred by elevated levels of pressure experienced in their workplace. It must be necessary for paramedical staff to work on sound and stress-free environment to boost the productivity in medical sector (Kumar, Somrongsong, & Ahmed, 2016). The pressure on paramedical staff adds to low organization production and low employee performance and satisfaction, low turnover of workers and loss of appearance due to medical issue. Islam et al, (2012) tension could be explained when something is said in final word, people feel strain in their own life. The work load stress can be explained as a reluctance to come to work and a sense of consistent pressure correlated with general physiological symptoms of pressure and behavior. While some work stress is ordinary however over stress like in Covid 19 pandemic

situation and over workload can meddle with your efficiency and effect on work satisfaction and efficiency of workers.

Therefore, health and medical industry in the past two years suffered a lot due to the pathetic situation of coronavirus, all the paramedical staff become the victim of occupational stress, which lowers down their job stratification and performance. Low financial country status, lack of hospital equipment's, fewer medical staff, non-serious attitude, breaking the rules of safety precautions and less knowledge over the severe effects of coronavirus become the reason for occupational stress and dissatisfaction among the paramedical staff in Pakistan. (Asrar, Amen, Sumayya, & Butt.,2021). Impact of Workplace Bullying on Psychological Wellbeing of Doctors in Health Care Sector of Pakistan. *Journal of Entrepreneurship, Management, and Innovation*, 3(2), 429-450. However, this research aims are to analyzed the reasons of occupational stress on paramedical staff and their outcomes to deal with the hardest time of the pandemic situation to provide safe and secure environment to these people who are the only hope in this adverse crisis.

Problem Statement

The healthcare industry stands as a pivotal sector, particularly post-COVID-19, where the significance and esteem for paramedical staff have escalated (Javed, Sarwer, Soto, & Mashwani, 2020). However, job stress among these professionals leads to diminished value perception, resulting in job dissatisfaction and reduced performance. Various stressors, such as workload, job security, inadequate compensation, and life-threatening situations, plague medical environments, impairing officials' cognitive abilities and energy levels (Amin et al., 2020). Continuous engagement with COVID-19 patients induces medical staff to suffer from various health issues, including stress, anxiety, and lack of sleep, diminishing job satisfaction (Amin et al., 2020; Cordes & Dougherty, 1993).

Despite efforts by medical workers to stabilize economic activities in Pakistan amid a surge in COVID-19 cases (Mubashar, Mukhtar, & Khan, 2021), their relentless dedication creates stressful environments, affecting work performance. Control over job-related stress is possible through supportive leadership and skill enhancement (Jex, 1998). Overwhelming work pressure diminishes job satisfaction, decreases productivity, and leads to high turnover rates in healthcare (Khalid & Ali, 2020). This study highlights the challenges faced by Pakistani paramedical staff during COVID-19, emphasizing the adverse impacts on job satisfaction and performance due to limited resources. Future research should explore additional determinants like motivation and professional obligations to enrich the findings.

Research Questions

The research questions are as follows:

RQ1. What is the impact of occupational stress on the job satisfaction on the paramedical staff after Covid 19?

RQ2. What is the impact of occupational stress on employee performance on the paramedical staff after Covid 19?

Literature Review

The researchers carried out research including secondary data research in order to jointly obtain the relevant information. Similar to research previously performed by other studies, this helps to provide further ideas and knowledge on the conduct of the analysis. The synopsis close to past investigation with respect to some current point would be talked about extensively in that part. This related literature survey is intended to pass on the data and thoughts built on the subject of job tension and work load on the paramedical staff. In this research scholarly papers, volume and publication in addition other secondary knowledge, like online journals take place the reference utilized like wellspring from data. In that section the explanation and hypothesis with respect to

self-made variable (job stress and work load) as well as the moderator variable is work satisfaction and dependent variable is the output of employee.

Analyst (Shahu and Gole, 2008), (Karunanithy and Ponnampalam; 2013) and (Ali et al; 2014) indicate that occupational stress lowers work satisfaction and affects employee's efficiency. The paramedical staff in the hospitals manage thousands of difficulties while operating the patients and becomes the target of most stressful people in their professional as well as personal life. As reported by (Jahanzeb, 2010), the hospital environment has become a source of maximum tension as a result of technological advances, more deduction, work overload, and demand for higher efficiency, fierce competition and unpredictable future. In order to maintain speed with demanding environment, workers at work spend much of their time struggling to fulfill their employment commitments, while ignoring "stress factors" that adversely effect on his/her family, public and private lives. Demands for a workplace, psychologically and physically, can prove harmful to the paramedical workers. Many researches have shown that job stress can have multiple adverse effects for the person and the workplace (Oginska-Bulik, 2006). Therefore, this research was undertaken to evaluate the impact of employment stress on work satisfaction as well as on employee's performance of the paramedical staff after the influx of coronavirus in Pakistan.

Occupational stress

(Haque et al., 2016) stated that stress was often seen as a standard aspect of the daily schedule. The enormous workload and the increase number of diseases escalate standard of work - related pressure and stress among the paramedical staff. It is a common belief, however, but in fact, numerous other causes like psychological struggles or feelings deficiency of an employee also can perform an immense part with high levels of pressure and stress. In comparison to management positions, lower grade workers have greater pressure and stress (Haque&Aston, 2016).

Many researches indicate that job stress can have multiple adverse effects on the employee and the organization, (Oginska-Buli, 2006). Acute stress can result in reduce productivity and a bad whole impact on the medical industry. Doctors and other helping staff of medical field with higher proportion of job stress will not be satisfied with his/her jobs and therefore will not be happy in serving their timeless efforts. It is literally important for the upper management of the hospitals sector to consider the tension and stress that build overall bad impacts, (Bhatti et al., 2011).

(Carroll, 2011) explained that in the workplace situation, institutions take into account the individual employee high standards for activity and performances and their effect on their psychological response, and also the involvement of expanding their level of pressure and stress. Individuals have been under tremendous pressure and stress to exceed their rivals and encounter great aspirations. Due to reduced wage levels, lower staff has severe pressure, (Carroll, 2011).

Interestingly, (Smith and Carroll, 2006) argued that in contrast to other staff of the company, top leadership poses substantial emotional exhaustion and stress due to investing longer contracted duration in their department. In addition, the manager's bad behavior and expectations to pay problems are by far the most obvious topics that made a significant contribution to pressure and stress, (Smith and Carroll, 2006).

Managerial carelessness in aspects of disregarded workers almost always leads to major impacts on company effectiveness and a greater degree of anxiety and stress among employees. Similarly, inappropriate information and lack of care could have a direct effect on organizational goals and impact the quality of staff work. Nonetheless, the interpretation of people is completely dependent on anxiety and stress. If chosen to take in a productive way, anxiety and stress can be energized and can be an inspirational component in the success of allocated objectives and responsibilities. Even so, if interpreted in the opposite way, this can lead to workplace depression (Haque& Aston, 2016). Interestingly, (Cooper and Dewe 2008) argued because more than 40 percent of the working population is impacted by it, the pay scale is the primary cause of greater stress among workers. But at the other side, leading to variations frames, having to count management teams and fellow employees, unachievable work environment requirements emerged. The greater volume of task

provided by such requirements ultimately contributes to the predisposed stress impacting the trust of the staff member and negatively influencing their personality. The anxiety and stress associated with the job evolves whenever the activities of a worker really aren't stipulated or inadequate emphasis is provided consideration in the assessment job. It might generate anxiety on the basis of the incapability of the worker to satisfy the purpose for given work. In relation, the unknown existence of improvements can lead to the development of anxiety and stress. It could be encountered by introducing advanced and developed innovation, increasing or decreasing operating time, changing organizational laws, changing laws and regulations, and most crucially by changing the working process together with the leadership style, Cooper and Dewe, (2008).

Employee Performance

Employee performance is a proportion of an individual's capacity to achieve a particular job, (Goodhue & Thompson, 1995). That is a way worker aims to meet the goals of the banking sector and tries to achieve the company's regular setup (Bohlander et al. 2001); (Eysenck, 1998). (McCloy et al; 1994) saw presentation as conduct that this is related to keeping and adjusting association's specialized centers named like job efficiency and logical efficiency also seemed like capacity of few related abilities. This underpins the public condition are connected with aiding too agreeable components along with lucky conduct inside the organization.

(Karunanithy & Ponnampalam; 2013) clarified that the outcome of the jobs is measured by factors such as the time law, customer and co-worker's relations, manager output, and trust of employees.

(Seigrist, 2008), found that significant reasons for maintaining a good balance between both require customers for job and assets, as it decreases stress and enhances overall productivity. That's only possible with both the correct distribution of the amount of work, taking into account the productivity of people to avoid making difficult level of workers. The variables next to poor performance, extreme worry, and high staff turnover are starting salary, absence of future job prospects, rising unemployment, and non-appreciation.

Interestingly, (Faizan & Zehra, 2016) variables like; role of businesses, rising unemployment, unhealthful job environment, and business structure and business culture were identified as parameters for higher job pressure and stress level. In addition, physically and mentally stimuli create additional pressure and adversely impact the job satisfaction and quality of work life, (Faizan & Zehra, 2016).

An employee's success in their work atmosphere is state of concern for the banking sector, regardless of the huge number of components and situations. Subsequently the employees are seen as a valuable resource for the companies, (Qureshi & Ramay, 2006). Therefore, a great output of an organization's employee leads to a good hierarchical presentation and eventually produces an association that is increasingly fruitful and powerful and the other way around (Armstrong and Baron, 1998). In addition, described moderators were examined and clear links were developed between the trustworthy management job actions and work behavior were found against self-announced and performance tracking reporting. The problems arise for the associations perform best and with exceptional skills at their level, here is no more demand for more reform in their organizations; (Summers and Hyman, 2005).

Job Satisfaction

Some researchers observed that occupational stress affects the workers' job satisfaction in their work (Nilufar et al., 2009; Karadal et al., 2008; Usman et al., 2011). This is because the greatest corporations are attempting a decent work outcome for workers. It is likely that a representation of their standard of attention and excitement concerns the job (Luddy, 2005). In dealing with (Yeoh; 2007), Job satisfaction is valued by workers' opinions of job features, running circumstances, directors, superiors, wages, prosperity, and growth. Job satisfaction is the amount of pleasure or joy is associated with the job or it is the feeling that an employee has for his/her job (Murtiningsih, 2020). (Clark, 1997), the dispute that if workers are not satisfied with the purpose designated to

them, they are not assured regarding variables, for instance, their rights, managing situations are unsafe, associates are not harmonious, the manager isn't providing them value as well as they are not examined in the effective system; becoming regarding them to notice irrelevant from the company. Furthermore, he emphasized that in popular events, firms can't control the cost of discouraged employees as they won't show up to the guidelines or the wishes of their director, they will be eliminated, appearing regarding firms to keep up below additional expenses for choosing a new team. Through these lines, it is considerate for companies to give flexible companies to a worker where they feel their belief is respect and they are a section of the company. Worker vitality ought to be powerful as it will be revealed in their exposition because, with lowing belief, they will place forth insignificant efforts to increase.

Occupational Stress and Employee Performance

Occupational stress can negatively influence worker execution. Suprihanto disputes that the relationship between performance and job stress and emotions of tension can be explained that when the employee experiences stress then the efficiency is compromised. It encourages workers to show professional stress using 15 things arranging any knowledge regarding the number of distressing circumstances also the level of work stress. This measure evaluates mental symptoms of stress, for instance, thought of above bothered beside work, not producing enough assets and tools to finish given responsibility or plans, as well as typically doing failing to bargain with the whole of the work. In various researches, the items have been appropriated to build subscales for work vulnerability, job over-burden, as well as assets insufficiency (Jamal, 1990; Shirom and Mayer, 1993)

Occupational stress is clearly related to difficulties at work, work collaboration, work wants, deficiency of thoughtful guidance from a trainer, and people first case (Abraham and Hansson, 1996; Duxbury and Higgins, 1991; Seibert, 1999). Profession stress-related negatively attached contrarily with the nature of work-life, work achievement objective reaching, hierarchical responsibility, self-esteem at work, nature of people life, and life satisfaction, Abraham and Hansson (1996); Duxbury and Higgins, (1991); Seibert, (1991).

Stress is a universal and frequent threat to the organization and efficiency of employees, and the worth of organizational workplaces. Workplace stress comes from a variety of sources. It could be a controlling management, irritating co-workers, disrespectful students, frustrated customers, unsafe situations etc. It is a growing issue for an organization now days it can be described as a living situation in which people face the pressures, possibilities, or lack of what they want, and the consequences of which are both uncertain and important. There are many factors which can leads to occupational stress and effects on employee performance just like discrimination in the structure of salaries, strict laws and guidelines, conflicts of objectives/ambiguity of objectives, lack of involvement in decision-making by employees, and excessive influence by the management over the employees.

Based on above literature the following hypothesis has been obtained;

H1: Occupational stress has a negative impact on the employee performance.

Occupational Stress and Job Satisfaction

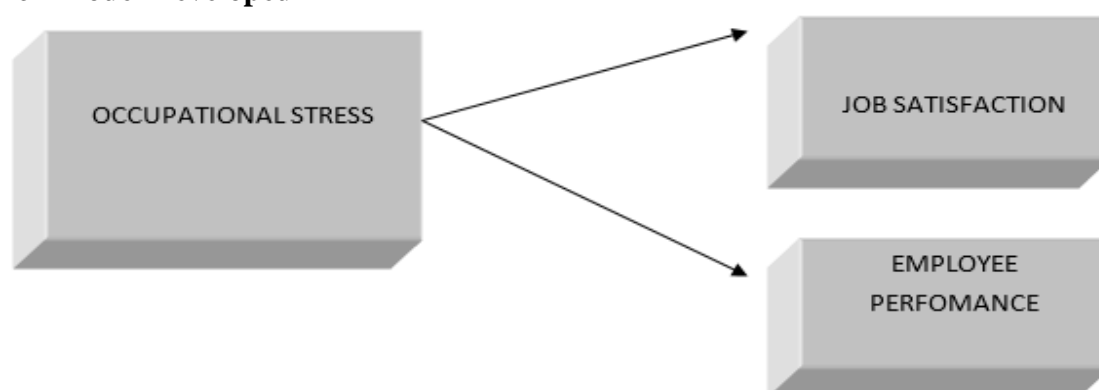
Job satisfaction positively influences worker execution and at last, positively influences reliable execution. Analysis by Nasution, Musnadi, as well as Faisal, besides, provides empirical evidence that job satisfaction would positively be empowered to impact on worker performance. Because of this actuality, (Lawler and Porter., 1976) concentrated on an investigation "that a worker's job satisfaction her representative execution frequently, examines has acquired evidence that job satisfaction importantly influences job performance. For example, (Christen, Cryler, and Soberman, 2005) in a document entitled" Job satisfaction, worker representation, and attempt described

whereby work execution is recognized among employee performance. They obtained an enormous effective result of job satisfaction on employee performance. It was notified that a valuable result of occupation satisfaction on worker execution, in addition, has important implications for a firm that requires encouraging and supporting skilled workers (Soberman, et. el, 2005). It recommends that enterprises to increase job satisfaction can furthermore develop the exercise execution of workers. Consequently, benefits, for instance, reduced turnover and more limited non-appearance (the outcome of larger occupation satisfaction) strength be important in legitimizing the value of a policy in some event when this procedure is typically organized to enhancing worker performance. (Clark, 1997), the dispute that if workers are not satisfied with the purpose designated to them, they are not assured regarding variables, for instance, their rights, managing situations are unsafe, associates are not harmonious, the manager isn't providing them value as well as they are not examined in the effective system; becoming regarding them to notice irrelevant from the company. Furthermore, he emphasized that in popular events, firms can't control the cost of discouraged employees as they won't show up to the guidelines or the wishes of their director, they will be eliminated, appearing regarding firms to keep up below additional expenses for choosing a new team.

Keeping above literature in consideration, the following hypothesis may be drawn;

H2: Occupational stress has negative impact on job satisfaction.

Research Model Developed



The occupational stress is out primary variable, or the independent variable whereas, job satisfaction and employee performance are characterized as dependent variables in our test. The research is depending upon these three factors which are contributing for our scope of study.

Research Methodology

The research methodology encompasses techniques used to address problem statements and research queries. It covers research design, population sampling, sample size, and data collection tools, notably the questionnaire. Employing quantitative research, this study investigates the impact and interlinking of independent and dependent variables. Data, acquired through a questionnaire with closed-ended questions, incorporates primary and secondary sources. Using a non-probability convenience sampling technique, the study targets 377 employees from medical organizations in Karachi. The questionnaire, employing a 5-point Likert scale, focuses on occupational stress, job satisfaction, and employee performance. Analysis entails Regression Analysis using SPSS software.

Results and Findings

Data analysis involves summarizing the data, editing and modifying it into organized manner, identifying patterns and the application of software and statistical methods in order to interpret the data.

Reliability Analysis

Constructs	N	Cronbach Alpha
Occupational Stress	4	.802
Employee Performance	5	.715
Job Satisfaction	5	.793
Overall Reliability	14	.754

Table 4.1

Cronbach Alpha was developed by Lee Cronbach to measure the internal consistency of the instrument. Cronbach's alpha above 0.70 is considered acceptable. Cronbach's alpha for each variable was above 0.70 and hence a good measure of one-dimensionality. Cronbach alpha specifies the inter-relationship amongst the items under study. In order to measure the reliability and consistency of the questionnaire, Cronbach alpha was used. The values for collective Cronbach alpha were generated using SPSS. George and Mallery (2003) stated that the value of 0.7 and above is acceptable for the Cronbach alpha.

Table 4.1 explains the reliability of all three variables. Occupational stress is the independent variable with the Cronbach alpha of .802. It shows that the overall reliability is more than 0.70. Thus, it is reliable. Employee performance is the independent variable with the Cronbach alpha .715. Lastly there is the independent variable job satisfaction with the reliability of explaining the reliability of each construct separately as well as the overall reliability of .793. The overall Cronbach alpha of all the items is .754. It states that all of the items are reliable with a good internal consistency. Thus, the scale questions are all interlinked with each other properly.

Validation of Model

Table 4.2
Correlations

		Occupational stress	Job stress	Employment
Occupational stress	Pearson Correlation	1		
	Sig. (2-tailed)			
	N	153		
Job stress	Pearson Correlation	-.032**	1	
	Sig. (2-tailed)	.000		
	N	153	153	
Employment	Pearson Correlation	-.005**	.335**	1
	Sig. (2-tailed)	.000	.000	
	N	153	153	153

**. Correlation is significant at the 0.01 level (2-tailed).

Correlation is used to check the extent to which the variables correlate with each other. Analysis of correlation provides support for hypothesis study. Coefficient of correlation indicates the relation between two variables. The coefficient of correlation values ranges from -1 to +1. The closer the value to -1, the more the perfect strong negative relationship is shown; the closer value to +1 the perfect strong relationship between the two variables is shown. A coefficient of correlation varies from "0 to 0.3" implies a weak relationship between the variables, a moderate relationship occurs if the value falls within the "0.3 to 0.7" limit, while 0.7 and above represent the strong correlation between the variables. Job stress has a significant and negative relationship with job satisfaction. ($r=-0.032$, $p<0.01$). Similarly, job stress has a significant and negative relationship with employee performance ($r=-.005$, $p<0.01$).

Multiple Regression Analysis

Multiple regressions are the next level of the simple linear regression. When there are two or more variables then this analysis is used to predict the value of the variable we are investigating. The predicting variable is called the dependent variable whereas the other one is the independent variable. This type of regression is used in the quantitative research where the hypotheses are built using the numerical data. The variables used in this study include occupational stress, job satisfaction and employee performance.

Table 4.3

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.965 ^a	.931	.930	.23261

a. Predictors: (Constant), Employment, Job stress

R square is a statistical measure of how close the data are to the fitted regression line. It is actually the percentage of the response variable variation that is explained by a linear model. R square is always between 0 and 100%. Overall, the value of R^2 for the model is 0.931 and is statistically significant (which signifies the fact that combined contribution of all the dimensions is 93 % in predicting dependent variables).

Table 4.4

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	109.897	2	54.949	1015.582	.000 ^b
Residual	8.116	150	.054		
Total	118.013	152			

a. Dependent Variable: Occupational stress

b. Predictors: (Constant), Employment, Job stress

One Way ANOVA is the analysis of the variance which compares the means of two or more independent groups in order to determine whether there is statistical evidence that the associated population means are significantly different. The significance value in table 4.6 is .000 which is below 0.05, and, therefore, it is significant.

Table 4.5

Co-efficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.394	.129		-3.057	.004
	Job satisfaction	-.022	.032	-.016	-.1393	.003
	Employee	-1.094	.026	-.970	-42.693	.000

In the table above the coefficients can be seen for the variables. The independent variable is occupational stress whereas the dependent variables are job satisfaction and employee performance. The main reason to conduct this analysis is to see if there is a significant relationship among the variables or not. The table will also tell if the relationship among the dependent and independent variables is negative or positive.

By looking at the results it can be concluded that there is a negative and significant relationship between occupational stress and employee performance as the t value is 42.693 (above 0.00) and

the significance value is .000 (below 0.05). On the other hand, it can be seen that there is a significant negative relationship between occupational stress and job satisfaction as the significance value is .003 and the t value is -.1393.

Discussions

This study examines the relationship role of the occupational stress in the life of the paramedical staff after the COVID 19 Pandemic. There has been constant stress in the life of the paramedical staff due to the intense situation in the country. This has led to the decrease in the employee performance as well as the job satisfaction. The reliability of this study shows that there is good internal consistency as all of the variables have a Cronbach alpha more than 0.70. Then the correlation analysis was undertaken in order to see if the variables of our interest are significant or not. The main reason for the empirical testing was to see whether the antecedents of job satisfaction and employee performance proposed in the framework affected these variables or not. Correlation is used to check the extent to which the variables correlate with each other. Analysis of correlation provides support for hypothesis study. Occupational stress has a significant and negative relationship with job satisfaction. ($r=-0.032$, $p<0.01$). Similarly occupational stress has a significant and negative relationship with employee performance ($r=-.005$, $p<0.01$). Thus, it was seen that there was a negative and significant relationship between both the hypotheses. The negative relationship means that with an increase in the occupational stress there will be a decrease in the employee performance. Similarly with the increase in the occupational stress there will be a decrease in the job satisfaction.

Job stress has a great impact on the job satisfaction. It is also supported by Adenuga who says that there is a negative impact of occupational stress on the customer satisfaction (Adenuga, 2015). Due to the tense situation of the Covid 19 the paramedical staff is becoming stressed. Due to this tension and stress, there has been a decrease in the job satisfaction. The findings are also consistent with (Hwang, 2018) that there is an inverse relationship between occupational stress and job satisfaction. If there is high occupational stress in the paramedical staff it will result in low job performance. Lastly this study has also been collaborated with other researchers (Yeboah-Kordee et al., 2018) which state that with the increase in occupational stress there will be a decrease in the job satisfaction. There is a negative impact of stress on the emotional, physical and behavior of the paramedical staff. This will lead to increase in depression, hyper tension, and blood pressure. This will deteriorate the health of the employees and make him less motivated thus having an impact on the job satisfaction.

Occupational stress can also have a negative impact on the employee performance in the paramedical staff especially during the days of the pandemic. It has been seen in the research that the health sector is one of the most stressful professions. When there is an increase in the stressful professions there will be a decrease in the employee performance (Amen, Rajwani, Sumayya, Haroon, Mushtaq,& Sharif.,2021).

Conclusion

Medicine is considered to be a stressful profession especially in the past two years there has been a lot of stress on the minds of paramedical staff due to the COVID 19 pandemic. There has been an increase in the number of cases in the past few months which have led to increase in the occupational stress of paramedical workers (Samartha et al., 2010). Due to this it can be seen that there is a negative impact on the job performance as well as the employee performance of the staff. By looking at the results it can also be noted that there is a negative and significant relationship of occupational stress with job satisfaction and employee performance. With the increase in stress the employees won't be able to focus on the work properly which will have an impact in their performance. Thus, due to this the staff will become demotivated and lead to employee turnover intention as well. The reasons which led to occupational stress is the work load to the large number of COVID patients. The staff had to work for irregular hours. This led to the burnout of the

employees leading to occupational stress. In order to reduce the occupational stress, there should be correct stress management. This would improve the health of the staff workers in the hospitals (Zehra & Faizan, 2017).

There are some of the limitations of the study as well. These limitations will be subject to guiding for the future research so that the same mistakes won't be repeated. One of the main limitations is that only one city was used for the study including Karachi. It will limit the generalizability of the findings. Moreover, the sample may not reflect the entire population of visitors as data was collected from 153 respondents. Generalizing the results to the general population should be done carefully (Ongori & Agolla, 2008).

Policy Implications

This study will give a very good understanding to the paramedical staff as well as all the doctors in the health sector productively serve the patients. Managerial direction should be provided in this research to all the staff members who have been working in the COVID 19 situation on how to stay calm and manage the work productively. If the staff members will be stressed then it will get difficult for them to take care of the patients. This study might be very helpful for the doctors and other paramedical staff. By looking at this research they can get motivated and look for ways to increase their job satisfaction and employee performance (Mahiri & Orwa, 2016).

Secondly there are some other implications for the paramedical staff. They should be given proper training so that they will be able to cope up with the occupational stress in such serious time of the pandemic. There should be conferences and seminars conducted so that they can look for ways to increase the job satisfaction and employee performance. The paramedical staff should also be given financial rewards so that they can be motivated. The paramedical staff has been working day in night so that they can take care of the COVID patients. They should be awarded for that in terms of bonus and other awards such as non-financial rewards where they are appraised. This will increase the motivation of the staff and in return there will be an increase in the employee performance and job satisfaction (Shahid et al., 2011).

Future Research and Recommendations

In the future research there should be longitudinal research conducted to look at the role of occupational stress to study the cause and effect of the job satisfaction and employee performance. Furthermore, there should be the introduction of a mediator to check the influence of that mediator on the dependent variables. Secondly, there should be the use of qualitative research to explore the role of stress on job satisfaction and employee performance in some other context. Then there should also be future research done on other dependent variables like employee turnover intention, organizational commitment and organizational trust (Bolhari et al., 2012).

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