

Investigating the relationship between psychosocial work stressors, organizational structure and job satisfaction among bank tellers

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Abstract

Introduction: Studies have shown that bank clerks experience high levels of stress. Stress is known as the main cause of reduction of job satisfaction and staff commitment and overall organization performance. This study aimed to investigate the association between psychosocial stressors, organizational structure, and job satisfaction.

Material and Method: This cross-sectional study was performed in 11 branches of a bank in Hamadan. In order to collect data, General Nordic Questionnaire (QPS Nordic 34+), Organizational Structure and Job Satisfaction Questionnaires were used. For determining the relationship between the two variables spearman correlation coefficient was used. Moreover, chi-square test was used to investigate the association between qualitative variables.

Result: Job stress (57%) and job satisfaction (39%) of the subjects were in the average level, and structure of the majority of the branches was somewhat inflexible (69%). What is more, there was a significant positive correlation between job stress and dimensions of organizational structure (centralization, formalization). Results manifested a significant correlation between organizational structure and job satisfaction (P-value= 0.05).

Conclusion: Considering the effect of organizational structure and work-related psychosocial stressors on job satisfaction, it can be stated that organizational restructuring to achieve organic structures and paying more attention to psychosocial stressors in the workplace, can play an effective role in the efficiency and productivity of the organization.

Key words: *Psychosocial work stressors, Organizational structure, Job satisfaction, Bank employee*

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