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A literature review on occupational stress among security guards

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Abstract

Modern society and the business world have become increasingly competitive, and everyone is under stress. "Stress is the force, pressure, or force exerted on a material, object, or person that resists these forces and attempts to sustain its unique state," according to [40]. Stress is the physical and mental reaction of the human body to changes, situations, and events in their lives. Occupational stress is defined as the dangerous physical and emotional reactions that occur when a worker's capabilities, resources, or necessities do not match the job's requirements. Occupational stress not only adds to life's stresses, but it also has an effect on security guards' health. There is a lot of literature available on stress and job performance. An overview of the entire writing is neither feasible nor appealing. In this way, only the most important works have been audited. Such a writing survey consistently aids the researcher in obtaining a review of the topic under investigation. As a result, the term related Stress and its impact on job performance are investigated.

Keywords: Stress, job performance, occupational stress, security guards

Introduction

Stress is a physical or emotional reaction that is always present in all people as a result of their existence on this planet. It is the result of an irrational response to internal or external environmental changes or danger. Stress is the black plague of the 1980s, wreaking havoc on individual health, workplace productivity, and societal well-being. From an artist to a surgeon, or a commercial pilot to a sales executive, stress has become a common factor in almost every profession. Job stress has a negative impact on one's health and performance. [7, 8]

According to Van Wyk, the word "stress" comes from the Latin word "strictus," which means "tightly strung" [33]. People experience pressures in their own lives, which can be defined as stress. Workplace stress is defined as a reluctance to come to work and a constant feeling of pressure, as well as general physiological, psychological, and behavioral stress symptoms. As a result, stress is defined as the harmful physical and emotional responses that occur when the job requirements do not match the worker's capabilities, resources, or needs, and he/she stated that job stress can lead to poor health and even injury [21]. Many experts believe there is a distinction between what we perceive as positive stress and what we perceive as negative stress. However, we frequently use the term "stress" to refer to negative situations. Many people mistakenly believe that all stress is bad for us, which is not the case [46].

Stress, according to Selye, is "the body's nonspecific response to any demand" [40]. Stress is then defined as a set of symptoms that are "non-specific" in that they follow the same pattern regardless of the stressor. Indeed, stress has been linked to a variety of symptoms ranging from physiological reactions to psychological and behavioural consequences:

- Anxiety, depression, job dissatisfaction, emotional exhaustion, fatigue, boredom, reduced organisational commitment;
- Lower job performance, turnover, absenteeism, substance abuse.

Occupational Stress

When there is an imbalance between the demands of the workplace and an individual's ability to carry out and complete the organizational demand, occupational stress occurs. A stressor can often cause a physiological disturbance in the body, putting a person's physical and mental well-being under strain [20]. Occupational stress is a harmful physical and emotional response that occurs when a worker's capabilities, resources, or needs do not match the job's requirements [32, 4]. Investigated stress management and employee well-being and their impact on performance. Frustration, poor psychological well-being, and fear of job security all

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contribute to stress, according to the study. Occupational stress is a term used to describe negative physical and psychological reactions that occur in the workplace or within an organization as a result of a misalignment between an individual's ability or desire and job-related tasks or environmental factors. Job conditions are the primary cause of occupational stress, according to the National Institute of Occupational Safety and Health. Excessive job load, role conflict, role uncertainty, perception, failure to receive promotion due to prejudgment, inadequate social networks, lack of job control, role large quantity, and lack of challenging affinities are among the nine causes of occupational stress identified by ^[19].

Luthans defines stress as a reaction to a condition that is determined by individual differences and psychological measures, as a result of the environment's action, a situation, or an event that places an excessive demand on one's psychological and physical domain ^[28].

Occupational stress is stress that is caused by a job or occupation. Stress is a universal phenomenon that causes intense and distressing experiences when it is in excess. Occupational stress is defined as a situation in which work-related factors interact with an employee to disrupt or enhance his or her psychological and/or physiological conditions, forcing the person to deviate from normal functioning. Occupational stress is defined in terms of the interaction between a person and his surroundings. When a person perceives an environmental situation as posing a demand that threatens to exceed his or her capabilities and resources for meeting it, stress is a possibility. Every job entails some level of stress, which varies in intensity ^[11].

Security guards provide assistance with a variety of tasks. Guards may be expected to maintain order and detain criminal violators while assigned to a single property or placed on patrol for multiple sites or territories in the course of their duties in various work settings. To put it another way, a security guard may come across a wide range of situations, locations, and behaviors. With such a high level of responsibility and important responsibilities, it's critical that security guards are mentally and behaviorally healthy and safe. One of the fastest growing occupations in the world is security guard. A security guard is a privately employed, usually uniformed individual who is hired or paid to protect a defined area of property and people through various direct and indirect methods. The range of duties includes checking, guiding, maintaining, and utmost importantly, preventing crimes. One of the occupations with a high risk of being involved in workplace incidents such as violence and crime is security guard. Workplace needs for public interaction, as well as working patterns such as shift working hours and solitary work, all contribute to an increased risk of workplace incident. In addition, the presence of other risk factors may increase the likelihood of an incident occurring. Occupational stress is regarded as a challenge for employers, and because high levels of stress result in low productivity and other employee issues, managers must find a way to address the issue ^[15].

^[43] Investigated that when job demands and capabilities are out of balance, occupational stress develops. As a security guard, the subject is exposed to potentially dangerous situations. Security guards work in an environment where they must deal with lawbreakers as well as violence, so they are more likely to be exposed to traumatic events. The majority of security guards had a moderate level of

occupational stress, according to the author.

^[14] Evaluated and compared job stress among security workers with fixed and shift work schedules. According to this study, stress levels decreased as people got older. Work shift played a significant role in the amount of stress experienced. As a result, night-shift workers had the lowest stress levels, while day-shift workers had the highest stress levels, and the 24-24 group was in the middle.

^[47] Studied occupational stress among male and female security guards in Lucknow. The author concluded that the job of a security guard is extremely difficult. Security guards are under a lot of stress and are disappointed with their jobs and wage. Security guards are constantly on the job for long periods of time and are dissatisfied with their pay. In comparison to male security guards, female security guards have a higher level of occupational stress.

^[27] Conducted a review of the literature on employee work stress. Individuals and organizations alike can suffer from stress, which can make it difficult to achieve their objectives. When you have a negative perspective on a situation, you are more likely to feel distressed, such as overwhelmed, oppressed, or out of control. The more common form of stress is distress. The other type, Eustress, is caused by a "positive" perspective of an event or situation, which is why it's also known as "good stress." Your body's reaction to change is stress.

^[3] Investigated that measurement of occupational stress among Management Information Systems (MIS) Users in different banks in the Kingdom of Bahrain. The findings of this study can be used to improve sources of occupational stress and, more importantly, to prevent severe stress and it was suggested that such findings be taken into account when delivering stress management programs.

^[34] studied the factors of vulnerability to stress in Brazilian security guards employed by a private company were evaluated and correlated with socio demographic parameters. According to this study, the risk of stress in this case was extremely low. It is assumed that no vulnerabilities were discovered as a result of the personnel management policies in place, which aim to identify adequate psychological profiles for the specific organizational culture and work environment early in the selection process.

^[2] Have identified the types of mental health problem and aggression among security guards. The findings revealed that the security guards suffered from four types of mental health issues: substance abuse, antisocial personality disorder, borderline personality disorder, and depression. These findings suggest that people who work as security guards while suffering from mental health issues may not be completely safe. The findings suggest that security guards should be assessed for mental health problems during their enrolment or while performing daily duties in order to ensure a healthy and safe workplace environment for both the employer and the general public.

^[16] Identified various types of stress in the labor force and among executives, and BHEL was chosen to conduct a study on employee stress management. In this study, 54 percent of employees were aware that they were under stress. The author suggests that the management should organise more stress-relieving programs, such as yoga and meditation.

^[36] Studied that occupational stress arises due to the demands of the environment and different responses each individual has in facing the demands. Stress is a condition in which individuals are uncovered to opportunities, hurdles and

desires, and though the results achieved are extremely main, they cannot be ascertained.

Job Performance

Employee job performance is a critical issue for any organization, and it refers to whether or not an employee does his or her job well. Job performance refers to the actions that employees take in the workplace that are related to the organization's objectives^[13]. Job performance, according to^[29], is based on employee behavior, and the outcome is critical to the organization's success^[30]. Defined job performance as the sum of an employee's actions. He went on to say that it can be tracked, measured, and evaluated as outcomes at the employee level, and that it can be linked to organizational goals. As a result, job performance is a critical factor in determining organizational success.

Job performance is a means of attaining a goal or set of goals within a job, role, or organization^[12], but it is not the real outcome of the acts performed within the job. According to^[12], job performance is a "complex activity" rather than only action. Job performance is strictly a behavior that is distinct from the job's outcomes, which are related to success and productivity. The job performance index evaluates an employee's performance on the job^[35]. Employee skills, initiative^[17] and assertiveness^[31] are all factors to consider. The job performance of employees is assessed in this study using five key factors: managerial skills, technical skills, flexibility, personal skills, assertiveness, and initiative.

According to Abu Al-research, Rub's there is a curvilinear (U-shaped) relationship between job stress and job performance: nurses who reported moderate levels of job stress and believed they performed their jobs poorly performed their jobs less well than nurses who reported low or high levels of job stress. Between managers and blue-collar workers, Jamal investigated the relationship between job stress and job performance. Individuals' reactions to work environment characteristics that appear threatening are defined as job stress. Between job stress and performance, four types of relationships have been proposed:

1. Curvilinear/U-shaped,
2. Negative linear,
3. Positive linear, and
4. No relationship between the stress and performance.

Job performance is determined by the interaction of three factors: skill, effort, and the nature of the work environment. The nature of work situations is the degree of accommodation of these situations in facilitating the employee's productivity. Skills are the knowledge, abilities, and competencies that the employee brings to the job; effort is the degree of motivation that the employee puts forth toward getting the job complete; and the nature of work circumstances is the degree of accommodation of these conditions in assisting the employee's productivity.

Impact of occupational stress and job performance

The majority of the articles reviewed by this researcher mentioned the impact of stress, but many of them only discussed the impact of stress on specific aspects or dimensions of the occupation, indicating that the researcher has however to come across any item or report that takes a comprehensive method to the subject. As a result, it's critical to understand what constitutes job performance, as well as the various aspects of a job that are likely to be affected by stress.

Job performance, according to^[39], is divided into four categories: general performance, human performance, technical performance, and administrative performance. Job performance, according to^[37], is the result of three factors working together: skill, effort, and the nature of work conditions. Employees' skills include their knowledge, abilities, and competencies; effort refers to how motivated they are to finish the job; and the nature of work conditions refers to how accommodating these conditions are in facilitating their performance.

In their study on the impact of stress on teaching faculty performance,^[41] discovered a negative relationship between organizational structure and employee efficiency, whereas rewards were found to be positively correlated with employee efficiency, as expected.^[2] discovered a negative relationship between stress and job performance, i.e., as stress increases, job performance decreases and vice versa. Workload, role conflict, and insufficient monetary reward, according to^[5] are the primary causes of employee stress, which leads to decreased employee efficiency. In a study of job stress and job performance among public sector employees,^[48] discovered a negative relationship between job stress and job performance. Employees' general physical health, job satisfaction and performance, as well as their commitment, are all negatively affected by job stressors^[1].

^[24] Found that teachers who reported higher levels of stress were less satisfied with their jobs, reported more absences and total days absent, were more likely to leave teaching (career intentions), and were less likely to return to teaching (career commitment).

Employee commitment has a positive impact on the growth and succession of small and medium-sized businesses, according to^[18], but high levels of stress have a negative impact on commitment and productivity^[23, 45]. In the studies by^[42, 10, 9, 6], the work pressure has both direct and indirect impact on the productivity through the work satisfaction of workers. Most of the studies claimed that the more work pressure occurs, the more job performance decreases. In the studies by^[10, 9, 6] the work pressure has both direct and indirect impact on the productivity through the work satisfaction of workers. Most of the studies demanded that the more work pressure occurs, the more job performance declines.

According to^[22], employees in service organizations are subjected to a high level of work-related stress, which is the primary cause of poor job performance. Job stress has a negative impact on the well-being of female employees, resulting in dissatisfaction and negative emotions toward work, and, as a result, their performance suffers.

Conclusion

Occupational stress has become a critical factor in the global economy as countries compete to overcome economic crises. Occupational stress has become a major issue around which the achievement of organizational goals revolves. Occupational role stress is a topic that has affected every employed person in a variety of industries, whether in a positive or negative way. The analysis of the literature on occupational stress and job performance revealed that there is no agreement among researchers on the parameters of job performance, regardless of whether it is in the public sector or in a public bank. Some researchers believe that job performance is influenced by three factors: skill, effort, and the nature of work conditions, but these factors are not

applicable to all types of businesses. The most significant effect of occupational stress, which can be found in a variety of industries, is that occupational stress and job performance are negatively correlated. Different parameters have been used to measure job performance by researchers from various fields. As a result, more research in this area could provide an answer to this question.

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