

A Study of Co-Relation between Job Stress and Job Satisfaction among Medical Representatives in Jalgaon City

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ABSTRACT

The association between job Satisfaction and job stress among Medical Representatives (MRs) in the pharmaceutical business. The investigation is carried out using a quantitative research design. A simple random sampling strategy was used to collect data from a sample of 159 MRs utilizing a standardized questionnaire. Secondary data from scholarly publications and industry reports were added to primary findings to give a thorough context. Systematic tabulation and percentage analysis were used to analyze the data. The modern pharmaceutical industry features a vibrant yet high-pressure workplace due to increased workloads brought on by the aim of profit maximization. The results seek to clarify how these stressors affect employee happiness, which is a crucial factor in determining output and organizational effectiveness. This study sheds light on the fine line that separates business goals from worker welfare.

Keywords: Job Stress, Wellbeing, Rewards, Medical Representatives, Job Satisfaction, Co-relation.

Introduction

Medical Representatives are essential to the pharmaceutical industry's financial success, which is crucial to healthcare. However, a tough work atmosphere has been produced by rising performance objectives and work pressure. The objective of this study is to ascertain when work-related stress becomes a source of job dissatisfaction rather than motivation, which could have an impact on workers' well-being and the long-term viability of businesses.

A crucial link between pharmaceutical companies and medical professionals is provided by medical representatives. Their diverse responsibilities include maintaining strict regulatory compliance, clinical teaching on novel therapeutic methods, and strategic product marketing. Despite their significance, the field is intrinsically difficult, marked by high sales goals, frequent travel, and unrelenting performance pressure. These elements often show up as burnout and occupational stress, which pose serious obstacles to long-term retention and job satisfaction.

Because employee performance and general well-being are greatly impacted by job satisfaction, it has become a cornerstone of research in behavioural science of Organization and human resource management. Organizations are realizing more and more that attaining sustained development and operational excellence requires a contented and engaged staff in today's fiercely competitive business environment. This study assesses Medical Representatives' (MRs) job satisfaction levels and looks into how they relate to job stress.

The research that is currently being published highlights the multifaceted facets of job satisfaction, which include both intrinsic factors like success, recognition, and personal growth as well as

external factors like financial advantages, the nature of employment stability, and the work environment. Medical representatives have gotten less attention, particularly with regard to the connection between job contentment job stresses, despite the truth the earlier research has looked at a range of work satisfaction concerns throughout industries.

In order to earn a superior understanding of the contemporary employee experience, this study explores the relationship between job stress and satisfaction at workplaces.

Literature Review

Examining the literature on medical professionals' job satisfaction and stress offers important insights into this crucial problem in the pharmaceutical sector. The following important books, articles, and research papers will help us learn more about this subject:

According to Basu, D., Ghosh, S., Patra, S. K., & Singh, N. (2025): Occupational burnout among medical representatives (2025), burnout has grown to be a serious problem among Indian medical representatives and is associated with long-term occupational stress and negative well-being outcomes. It highlights the increasing importance of stress and satisfaction/burnout in MR populations, particularly after the pandemic

Mohan, V. S. S., & Shoba Rani, R. (2025): Study on Job Satisfaction of Medical Representatives (2025) looked at factors influencing medical representatives' job satisfaction in Thiruvananthapuram District, India (sample ~200–250). The work atmosphere, pay, and career advancement are just a few of the workplace aspects that the researchers found to have an impact on job satisfaction. Although the objective of this study was work satisfaction rather than stress per se, the results showed that job satisfaction has a considerable impact on employee performance and organizational outcomes, suggesting that performance may be indirectly impacted by stress-related discontent.

Akshita Sharma and Kaushlendra Mani Tripathi (Amity University, Noida) (2023): a research study of Workplace Stress and Job Satisfaction Research explored y). High occupational stress is Connected to lesser job satisfaction, according to the study, which found a statistically significant negative correlation between job satisfaction and workplace stress (correlation $r = -.181$). This study emphasized the significance of organizational changes using common measures of job satisfaction and workplace stress.

Jadhav, Rachana; Thakre, Nilesh (2022): Look at the impact of extraversion on salespeople's job satisfaction, engagement, and levels of stress. A range of tools were used to assess the performance of 120 salespeople who took part in the study. The results exhibited that there were substantial variation between employees with high and low extroversion in terms of job satisfaction, workplace participation, and occupational stress. This information can help businesses identify and adapt their workplace to better meet the needs of their employees.

Gayathri. T. J, E. Muthu Kumar (Sep 2021) : Employee motivation and productivity are directly impacted by job satisfaction, which is influenced by both fundamental working circumstances and motivating variables. According to research, contented workers are more engaged and have greater problem-solving skills. This essay explores the connection among job stress and job satisfaction, emphasizing how Job satisfaction might lessen the negative effects of stress on output. By concentrating on the socio cultural and economic traits of Kerala's labor force, it also takes into account regional viewpoints. The study highlights the necessity for region-specific research to successfully manage workforce problems, particularly during crisis times, and fills in current research gaps regarding medical representatives in Central Kerala.

Thavasumani S, Thamilsanan G (2019): The study observes the relationship between occupational job satisfaction and stress among 150 Tamil Nadu medical practitioners. Stress levels and job satisfaction were found to be significantly correlated negatively. Emotional intelligence training, work-life balance activities, employee support programs, stress management initiatives, fair incentives, supervisor training, and workload management are among the recommendations.

Research Methodology

The present study employs a quantitative method and is based on primary data. A systematic questionnaire is used to gather data, and 159 Medical Representatives make up the sample size. Websites, articles, research papers published in journals, periodicals, etc. are the sources of secondary

data. For the investigation, a straightforward random sampling technique is employed. To discover the relationship between medical representatives' job stress and job satisfaction, data analytic procedures such as percentage analysis, tabulation are employed.

Objective of the Study

Profit maximization continues to be a key objective for pharmaceutical companies, driving their growth and market rivalry. However, this activity sometimes places a significant deal of strain on medical salespeople because they must meet predetermined sales objectives, complete increasing workloads, and be eligible for incentive-based remuneration. These performance-based goals may be inspiring, but they may also raise stress levels, which may have an influence on job satisfaction. Consequently, poor job satisfaction may negatively affect productivity, efficacy, and overall performance. Therefore, in order to create strategies that will increase job satisfaction and sustain the company's performance over time, it is critical to understand how work pleasure and productivity interact.

In light of this, the primary goal of the study is to understand the co-relation between job stress and job satisfaction among medical representatives, which may be broken down into attainable objectives as follows:

- To Understand job satisfaction level among medical representatives
- To assess the nature and level of job stress experienced by medical representatives
- To analyze the relationship between job stress and job satisfaction among medical representatives.

Data Collection Method

The data is collected from 159 respondents and analytical research design is used for the study. Data Collection Method: Structured questionnaires are used in this study, and secondary data is obtained from websites, the internet, news articles, published research publications, and other sources. Primary data is the main source of information for the study.

Discussion: Data analysis & Interpretation

- **Reliability Analysis (Cronbach's Alpha)**

Cronbach's Alpha	Number of Items
0.987	32

Interpretation

The Job Satisfaction scale had a Cronbach's Alpha value of 0.987, which indicates strong internal consistency, according to the reliability analysis. As a result, the tool employed to gauge job satisfaction is quite trustworthy.

Objective 1: To study the job satisfaction among medical representatives

The hypothesis written to testify this objective is **H₀ (Null Hypothesis)**: There is no significant difference in the level of job satisfaction among medical representatives. **H₁ (Alternative Hypothesis)**: There is a significant difference in this level of job satisfaction among medical representatives. A one-sample t-test was conducted to examine whether the mean job satisfaction score of medical representatives significantly differs from the neutral value of 3. The composite job satisfaction score was calculated by taking the mean of all job satisfaction-related items.

One-Sample Statistics

Variable	N	Mean	Std. Deviation	Std. Error Mean
Job Satisfaction	159	4.09	0.52	0.04

One-Sample t-Test

Variable	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference
Job Satisfaction	26.72	158	0.000	1.09	1.01 – 1.17

Interpretation and Results

To determine if the mean job satisfaction level of medical representatives differs substantially from the neutral value of the scale, the one-sample t-test was used. Based on 159 responses, the results

indicate that the mean work satisfaction score is 4.09 (SD = 0.52), which is significantly higher than the neutral test value. The t-test result ($t = 26.72$, $df = 158$, $p = 0.000$) shows that there is a statistically significant difference between the neutral value and the observed mean. The consistency and dependability of this result are further supported by the mean difference of 1.09 and the narrow 95% confidence interval between 1.01 and 1.17. Consequently, the null hypothesis is rejected and alternative hypothesis is accepted, resulting in the conclusion that medical representatives have a notably high degree of job satisfaction.

• **To assess the level and nature of job stress experienced by medical representatives**

Variable	N	Mean	Std. Deviation	Minimum	Maximum
Job Stress	159	4.21	0.47	2.85	5.00

Interpretation and Results

The hypothesis written to testify this objective is H_0 (Null Hypothesis): Medical representatives do not experience a significant level of job stress. H_1 (Alternative Hypothesis): Medical representatives experience a significant level of job stress. The table's descriptive statistics show that medical representatives endure a significant and steady degree of work-related stress. A considerable degree of stress among respondents is evident from the mean job stress score of 4.21, which is much higher than the midpoint of the measuring scale. Instead than being limited to a small number of people, the very low standard deviation (0.47) indicates that stress levels are perceived consistently throughout the sample. The majority of respondents fall within the moderate-to-high stress range, with no indication of minimal stress levels, according to the observed minimum (2.85) and highest (5.00) values. These results lead to the acceptance of the alternative hypothesis and the rejection of the null hypothesis, which states that medical representatives do not significantly experience occupational stress. The Analysis comes to the conclusion that medical representatives frequently experience workplace stress, which is primarily caused by the demanding and performance-oriented character of their employment.

• **To analyze the relationship between job stress and job satisfaction among medical representatives**

The hypothesis written to testify this objective is H_0 (Null Hypothesis): There is no significant relationship between job stress and job satisfaction among medical representatives. H_1 (Alternative Hypothesis): There is a significant relationship between job stress and job satisfaction among medical representatives.

Pearson Correlation

Variables	Mean	Std. Deviation	1	2
1. Job Stress	4.21	0.47	1	
2. Job Satisfaction	4.09	0.52	0.217**	1

N = 159

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

p = 0.006

The **Pearson correlation coefficient ($r = 0.217$)** indicates a **weak but statistically significant relationship** between job stress and job satisfaction.

The **p-value ($0.006 < 0.01$)** confirms that the relationship is **statistically significant**.

Model Summary				ANOVA Table					
R	R ²	Adjusted R ²	Std. Error of the Estimate	Source	SS	df	MS	F	Sig
0.217	0.047	0.041	0.51	Regression	2.03	1	2.03	7.736	0.006
				Residual	41.20	157	0.26		
				Total	43.23	158			

Coefficients Table

Model	Unstandardized B	Std. Error	Standardized Beta	t	Sig.
(Constant)	3.583	0.368	—	9.739	0.000
Job Stress	0.225	0.081	0.217	2.781	0.006

Interpretation and Results

Variations in job stress are highly correlated with changes in job satisfaction, according to the Pearson correlation analysis, which found a weak but statistically significant association between job stress and job satisfaction among medical representatives ($r = 0.217$, $p = 0.006$). With a R value of 0.217 and an R^2 of 0.047, the regression analysis corroborated this conclusion, demonstrating that job stress accounts for 4.7% of the variation in job satisfaction. The model's stability is confirmed by the adjusted R^2 value of 0.041, and the acceptable prediction accuracy is indicated by the standard error of estimate (0.51). The null hypothesis is rejected since the ANOVA result ($F = 7.736$, $p = 0.006$) demonstrates that the regression model is statistically significant and offers a better fit than a model with no predictors. According to the coefficients analysis, job stress is a significant predictor of job satisfaction ($B = 0.225$, $\beta = 0.217$, $t = 2.781$, $p = 0.006$). This means that for every unit rise in job stress, job satisfaction changes by 0.225 units. Overall, job stress appears to be a statistically significant predictor of job satisfaction despite the modest strength of the association, indicating that stress has a considerable impact on medical representatives' satisfaction levels.

Conclusion

As demonstrated by the high Cronbach's Alpha value, the study's results clearly demonstrate the high reliability of the assessment tool employed to gauge job happiness. The null hypothesis for Objective 1 is rejected as a result of the analysis's additional confirmation that medical representatives had a notably high degree of job satisfaction, with the mean score being much higher than the neutral level. The null hypothesis for Objective 2 is rejected because the descriptive analysis also shows that medical representatives have a notably high level of job stress, suggesting that stress is a common occupational condition inherent in the nature of pharmaceutical sales work. Together, the correlation and regression analyses show that job satisfaction and job stress have a statistically significant but modest association. Job stress emerges as a significant predictor, demonstrating that variations in stress levels are linked to changes in job satisfaction, even if it only accounts for a tiny percentage of variation in job satisfaction. The study's overall findings show that medical representatives retain high levels of job satisfaction in spite of significant job stress, underscoring the necessity of organizational tactics that effectively manage stress in order to preserve satisfaction and long-term employee well-being.

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