Navigating Pressure and Performance: Stress and Job Satisfaction Among Sri Lankan Insurance Agents

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A crucial post-crisis worry is employee emotional welfare, which was brought to light during the COVID-19 epidemic. In order to promote wellbeing and improve organizational performance, the link between stress and job satisfaction is crucial. With the particular goals of measuring stress levels, identifying important job satisfaction drivers, and examining their link, this study adds to the sub-theme of workplace mental health by examining how perceived stress affects job satisfaction among non-managerial employees. A cross-sectional, quantitative design was used. The Perceived Stress Scale (PSS) and the Copenhagen Psychological Questionnaire (COPSOQ III) were used to gather data because of their validated psychometric qualities and applicability to psychosocial work contexts (Kristensen et al, 2005; Cohen et al, 1983). The sample was supposed to consist of 100 insurance agents, which was chosen using the G-Power Software, but the convenient sampling method produced 95 participants due to time constraints, ages ranging from 21 to over 50, from Sri Lanka's insurance industry (52 men and 43 women). Although this constraint is acknowledged, the small sample size was considered adequate for exploratory correlation analysis. Data was collected using Survey Monkey and Google Forms, combined in Qualtrics, then examined with SPSS version 26.0. Stress and job satisfaction were shown to be strongly and significantly correlated ($p<0.05$). Pay and work pace, however, had no apparent impact on satisfaction. Only the chance for professional and personal growth was found to be a statistically significant factor ($p<0.05$) among the several hypotheses that were examined, including work tempo, influence, recognition, and social support. There were reports of moderate levels of stress, which were linked to long hours, customer expectations, and sales targets. Job satisfaction and organizational performance were found to be significantly positively correlated. According to the findings, non-managerial insurance workers favor prospects for advancement over pay, aligning with Edwin Locke's value-percept theory. Strengthening internal promotion processes, working with academic institutions to upskill, and switching from hierarchical to employee-centered governance structures are among the recommendations. Although the results provide useful information, generalizability is hampered by the small sample size and sector-specific focus. To validate these findings, future studies should use probability sampling and increase sample variety.

Keywords*:* stress, job satisfaction, insurance agents