

RESEARCH ARTICLE	 Occupational stress and its relationship to job satisfaction among civil protection personnel's in Algeria
Nabila Telali	Dr. Lecturer A, Department of Psychology, University Mohamed Boudiaf - M'sila, Laboratory: Laboratory of anthropological studies and social problems Algeria Email: nabila.tellali@univ-msila.dz ORCID: https://orcid.org/0000-0002-6557-4879
Nabil Amraoui	Dr. Department of Psychology, University Ammar Thelidji – Laghouat, Laboratory: psychological and professional health laboratory Algeria Email: na.amraoui@lagh-univ.dz ORCID: https://orcid.org/0009-0001-4848-8610
Farid Boutani	Professor of Higher Education Department of Psychology, University Amin Okal Hadj Moussa Eg Akhamouk – Tamarrasset, Laboratory of psychology in Hoggar and Tidikkelt Algeria E-mail: boutaani.farid2020@gmail.com ORCID: https://orcid.org/0009-0001-5635-4946
Doi Serial	https://doi.org/10.56334/sei/8.10.23
Keywords	Stress, Occupational Stress, Satisfaction, Job Satisfaction, Civil Protection Officers.
Abstract This study aimed to examine the nature of the relationship between occupational stress and job satisfaction among Civil Protection officers. To achieve this, a field study was conducted on a sample consisting of 40 Civil Protection officers from the M'Sila province. The descriptive-correlational method was adopted, as it is appropriate for this type of study. Data collection tools included questionnaires, interviews, and documents, which were used to gather and analyze the data using the Pearson correlation coefficient and the SPSS software (version 24). The results of the study indicated a significant negative and inverse relationship between occupational stress and job satisfaction among Civil Protection officers in Algeria.	
Citation. Telali N., Amraoui N., Amraoui F. (2025). Occupational stress and its relationship to job satisfaction among civil protection personnel's in Algeria. <i>Science, Education and Innovations in the Context of Modern Problems</i> , 8(10), 237–249. https://doi.org/10.56352/sei/8.10.23	
Issue: https://imcra-az.org/archive/383-science-education-and-innovations-in-the-context-of-modern-problems-issue-9-vol-8-2025.html	
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Received: 17.04.2025	Accepted: 22.06.2025
	Published: 07.08.2025 (available online)

1-Introduction - Problem Statement:

The modern era witnesses profound changes at all levels of society, which forces its members to adapt to the demands of these changes. The degree of adaptation varies from one society to another and from one individual to another, depending on their social and cultural status and the position they occupy. A workplace, being a microcosm of society, reflects this transformation. The rapid changes affecting society also influence organizations, their workers, and their behavior, which, in turn, negatively impacts their performance and adjustment to reality.

The work environment has become filled with frustration and conflict, with workers striving for status and material gains through questionable means. Consequently, ethical values have eroded, and professional relationships have

deteriorated, negatively affecting performance and job satisfaction. Thus, instead of being a tool for self-fulfillment and societal well-being, work has turned into a source of stagnation and illness. Given the negative effects of occupational stress, this phenomenon has become a looming threat to workers' security and stability. According to statistics from the World Health Organization in its annual health report, health disorders related to stress and other negative environmental factors account for between 50% and 80% of all known diseases. Among these professions is the Civil Protection profession, which, despite its inherent human values, is considered part of a state security organization that imposes certain skills and abilities that may affect the mental well-being of the Civil Protection officers, particularly intervention officers who deal daily with stressful and dangerous situations that require them to interact with, confront, and adapt to them. This results in continuous effort, fatigue, anxiety, and stress, among other psychological, professional, and social challenges they face. A study conducted at Garmian University concluded that the Civil Protection profession is one of the most stressful occupations due to the nature of its activities.

Furthermore, the Algerian newspaper *El Shorouk* reported that the former Minister of Labor, Mohamed Ghazi, expressed preliminary approval after the trade union central committee included security work, rescue operations, and civil protection interventions as arduous professions. This was in line with international standards, focusing on environmental factors, materials, and gases that affect workers during their tasks, as well as the risks posed by night shifts and rotations, exposing them to dangers like fires, accidents, injuries, and diseases such as disc herniation, joint diseases, bruises, throat disorders, gastrointestinal, respiratory, and kidney diseases, as well as hypertension (www.echoroukonline.com).

Although research on occupational stress in the field of psychology and its relationship to health and organizational behavior variables has a long history, both globally and within the Arab world, the Algerian security sector has not seen results that truly reflect the sources, levels, and impacts of occupational stress on job satisfaction. Therefore, this study aims to explore the relationship between occupational stress and job satisfaction among intervention officers. Occupational stress is a complex human phenomenon that manifests in biological, psychological, economic, social, and professional dimensions. The psychological consequences of its accumulation and development reflect the nature of the stress faced by civil protection officers in their sensitive profession. Additionally, their direct responsibility for performing their duties well as workers and individuals within society, both inside and outside their units, is critical.

Studies by Ponnelle (1998), Vaxeagnoglou & Joly Floriane (2005) have concluded that the daily situations faced by Civil Protection officers during intervention operations expose them to stress, including post-traumatic stress. Specific situations and interventions, such as natural disasters and road accidents, cause psychological trauma that lingers and causes ongoing psychological crises.

In their 2007 book *Stress au Travail et Santé Psychique*, Neboit and Vizina mention that it is evident that all firefighters may encounter during their professional careers interventions that have post-traumatic effects, which are of an exceptional nature and intensity. It is also evident that these tasks do not constitute the main daily activity for officers, who primarily provide assistance to people. These situations can negatively impact job satisfaction levels among the officers (Daoudi, 2014, pp. 15-14).

This highlights the importance of studying the relationship between occupational stress and job satisfaction among Civil Protection officers in Algeria. The secondary unit of Civil Protection in Bougara Mohamed, located in Hay al-Nasr - B - M'Sila, was chosen as the location for the field study, representing the group of Civil Protection officers in Algeria. Therefore, the central question posed is:

Is there a statistically significant correlation between occupational stress and job satisfaction among Civil Protection officers in the Bougara Mohamed unit, Hay al-Nasr - B - M'Sila, at a significance level of 0.05?

This main question leads to several sub-questions, including:

- Is there a statistically significant correlation between role burden and job satisfaction among the study group?
- Is there a statistically significant correlation between role ambiguity and job satisfaction among the study group?
- Is there a statistically significant correlation between organizational determinants and job satisfaction among the study group?

2-Study Hypotheses:

There is a statistically significant correlation between occupational stress and job satisfaction among Civil Protection officers in the Bougara Mohamed unit, Hay al-Nasr - B - M'Sila, at a significance level of 0.05.

Under this hypothesis, several sub-hypotheses are proposed:

- There is a statistically significant correlation between role burden and job satisfaction among the study group.
- There is a statistically significant correlation between role ambiguity and job satisfaction among the study group.
- There is a statistically significant correlation between organizational determinants and job satisfaction among the study group.

3- Study Objectives:

- To reveal the nature of the relationship between occupational stress and job satisfaction among Civil Protection officers in the Bougara Mohamed unit, Hay al-Nasr - B - M'Sila.
- To examine the nature of the relationship between role burden and job satisfaction among Civil Protection officers in the Bougara Mohamed unit, Hay al-Nasr - B.
- To explore the nature of the relationship between role ambiguity and job satisfaction among Civil Protection officers in the Bougara Mohamed unit.
- To investigate the nature of the relationship between organizational determinants and job satisfaction among Civil Protection officers in the Bougara Mohamed unit, Hay al-Nasr - B.

4- Importance of the Study:

- The significance of this topic lies in its focus on understanding the relationship between occupational stress and job satisfaction among Civil Protection officers in the Bougara Mohamed unit, Hay al-Nasr - B - M'Sila. This is crucial because the satisfaction of these officers with their profession directly impacts the performance of their important roles in protecting individuals and property. The extent to which they are exposed to occupational stress while performing their duties plays a significant role in this relationship. Ignoring this connection can increase feelings of tension and frustration, which may lead to a decline in the efficiency and effectiveness of Civil Protection officers' performance. This could cause a decrease in their willingness to carry out their duties, potentially leading to absenteeism, taking sick leave, or even refusing to work, all of which are signs of job dissatisfaction.
- Moreover, the importance of this group of workers is heightened by the sacrifices they make and the risks they take to protect people and property. They intervene in all circumstances and situations to save lives, making their well-being and job satisfaction even more critical for ensuring the success and safety of their mission.

5- Study Terminology:

- Definition of Occupational Stress:

Occupational stress results from dynamic interactions between an individual's personal traits and characteristics, and the nature and organizational characteristics of the profession. It occurs when an individual perceives that the demands of a situation exceed their personal capacity or are not met by their capabilities, leading to tension and a sense of threat. (Bun, 2002, p. 660)

In this study, it refers to the total score obtained by Civil Protection officers in the Bougara Mohamed unit, Hay al-Nasr - B - M'Sila, through their responses to the statements on the occupational stress scale, which includes three dimensions:

- Role Ambiguity:

Unclear information for Civil Protection officers regarding the task requirements, how to perform the role, and the consequences resulting from it.

- **Role Burden:**

The excessive daily tasks assigned to Civil Protection officers that go beyond their capacity, leading to a sense of inability to cope.

- **Organizational Determinants:**

A set of physical, organizational work conditions and tools determined and imposed by the Civil Protection unit on its officers.

- **Definition of Job Satisfaction:**

Job satisfaction is the sense of comfort and reassurance that accompanies a worker in their job, making them feel happy, which in turn enhances their work performance and loyalty to the organization. (Al-Salmi, 2000, p. 129)

In this study, it refers to the total score obtained by Civil Protection officers in the Bougara Mohamed unit, Hay al-Nasr - B - M'Sila, through their responses to the job satisfaction scale.

- **Definition of Civil Protection Officers:**

These are all employees engaged in the operational activities (intervention operations) of the Civil Protection institution at the Bougara Mohamed unit, Hay al-Nasr - B - M'Sila, who hold ranks such as Officer, Non-commissioned Officer, and Officer.

6- Exploratory Study:

The aim of the exploratory study was to understand the relationship between occupational stress and job satisfaction among Civil Protection officers, to investigate the working conditions, the types of tasks they perform, the work system in place, and the challenges they face in their lives. The study also aimed to assess the feasibility of applying the main study, which will rely on the findings from this preliminary investigation.

7- Spatial and Temporal Scope of the Study:

Spatial Scope:

The study was conducted at the Bougara Mohamed secondary unit, located in Hay al-Nasr - B - in the center of M'Sila city. This unit operates under a semi-military system, like other sectors. There are eight intervention units under its administrative management, distributed across most of the governorate as follows:

- Main Unit: (60) individuals
- M'Sila Secondary Unit: (50) individuals
- Hammam al-Dhala Secondary Unit: (30) individuals
- Ain El Hajal Secondary Unit: (20) individuals
- Bousaada Secondary Unit: (40) individuals

Temporal Scope:

The study was conducted from 13 February, 2025 to 29 February , 2025. This period reflects the time frame for conducting the field study, which included a one-week exploratory visit to get to know the unit, its officers, and the workflow, as well as to collect relevant documents about the institution. During this time, the study sample was approached to inquire about potential professional problems and their experiences.

The final phase involved distributing and applying the questionnaires to the study sample.

8- Study Population and Sample:

This study was conducted on a sample of Civil Protection officers from the Bougara Mohamed unit, Hay al-Nasr - B - M'Sila, with a total of (50) individuals. Ten questionnaires were distributed to the exploratory study sample to verify the psychometric properties, while the remaining questionnaires were distributed to the final study sample, which consisted of (40) individuals chosen through a comprehensive sampling method.

9- Research Methodology:

Research methodologies vary depending on the subject matter, each with its functions and characteristics. Therefore, the nature of the study topic determines the appropriate methodology. For this study, we adopted the descriptive-correlational method, which focuses on examining the relationship between occupational stress and job satisfaction among Civil Protection officers in the Bougara Mohamed unit, Hay al-Nasr - B - M'Sila.

10-Data Collection Tools for the Study Topic:

There are several data collection tools used in scientific research. In the current study, the descriptive approach was employed, utilizing documents, records, interviews, and questionnaires, which are appropriate for this research. The following tools were used:

Occupational Stress Questionnaire and Job Satisfaction Questionnaire:

Due to the nature of the topic, the study relied on the occupational stress and job satisfaction questionnaires. Through the exploratory study of related literature and previous research, such as the studies by (Azawi Djilali, 2014) and (Bouhara Hanaa, 2011), the occupational stress questionnaire was developed, consisting of 34 statements distributed across three dimensions:

Role Ambiguity: 13 statements

Role Burden: 10 statements

Organizational Determinants: 11 statements Additionally, based on studies like (Chater Shafiq, 2010) and (Mohamed Abu Rahma, 2010), the job satisfaction questionnaire was developed, containing 32 statements.

Method of Weighting for the Occupational Stress and Job Satisfaction Questionnaires:

The items in both questionnaires were rated using a five-point Likert scale, where:

- (5) = Strongly Agree
- (4) = Agree
- (3) = Neutral
- (2) = Disagree
- (1) = Strongly Disagree

Items with a negative direction in both questionnaires were scored in reverse.

Psychometric Properties of the Questionnaires:

Reliability of the Questionnaire using Cronbach's Alpha:

Cronbach's Alpha is considered one of the most important measures of internal consistency in an instrument. The Alpha coefficient links the reliability of a test to the consistency of its items.

Reliability of the Occupational Stress Questionnaire:

Table 1: Shows the results of calculating Cronbach's Alpha for the Occupational Stress Questionnaire.

Cronbach's Alpha	Occupational Stress	N	Sig
0.711	34	10	0.05

Using SPSS, the Cronbach's Alpha coefficient for the Occupational Stress Questionnaire was calculated as 0.71, which is significant at the 0.05 level. This indicates that the questionnaire has a high level of reliability, with a 95% confidence level.

Table 2: Shows the results of calculating Cronbach's Alpha for the dimensions of the Occupational Stress Questionnaire.

Questionnaire Dimensions	Cronbach's Alpha	Number of Items
Dimension 1: Role Ambiguity	0.77	13
Dimension 2: Role Burden	0.69	10
Dimension 3: Organizational Determinants	0.70	11

From **Table 2**, it is clear that the Cronbach's Alpha coefficient for the first dimension (Role Ambiguity) is 0.77, for the second dimension (Role Burden) is 0.69, and for the third dimension (Organizational Determinants) is 0.70. This shows that the values are positive, consistent, and correlated across the items of the questionnaire as a whole.

Reliability of the Job Satisfaction Questionnaire:

Table 3: Shows the results of calculating Cronbach's Alpha for the Job Satisfaction Questionnaire.

Cronbach's Alpha	Job Satisfaction	N	Sig
0.76	32	10	0.05

Using SPSS, the Cronbach's Alpha coefficient for the Job Satisfaction Questionnaire was calculated as 0.76, which is significant at the 0.05 level. This indicates that the scale has a high level of reliability, with a 95% confidence level.

Split-Half Reliability (Internal Consistency Coefficient):

This method involves dividing the test into two equal parts. The test is then classified after being applied to a sample of individuals and corrected, followed by calculating the Pearson correlation coefficient between the two halves. (Maamria, 2007, p. 176).

Occupational Stress:

Table 4: Shows the results of split-half reliability for the Occupational Stress Questionnaire.

Correlation Coefficient	Before Adjustment	After Adjustment	Significance Level
Occupational Stress	0.67	0.74	0.05

From **Table 4**, we can observe that the Pearson correlation coefficient was 0.67, and after adjusting using the Spearman-Brown formula, it reached 0.74, which is statistically significant at the 0.05 level. Therefore, the questionnaire is reliable in its measurement.

Job Satisfaction:

Table 5: Shows the results of split-half reliability for the Job Satisfaction Questionnaire.

Correlation Coefficient	Before Adjustment	After Adjustment	Significance Level
Job Satisfaction	0.59	0.71	0.05

From **Table 5**, we can observe that the Pearson correlation coefficient was 0.59, and after adjusting using the Spearman-Brown formula, it reached 0.71, which is statistically significant at the 0.05 level. Therefore, the questionnaire is reliable in its measurement.

Construct Validity:

Construct validity is based on the idea that the experimental scores of the test, after eliminating measurement errors (when calculating reliability), become true scores. Since these are now true scores, they can be considered a benchmark for test validity by calculating the square root of the reliability coefficient as an indicator of validity. (Maamria, 2007, p. 164).

Occupational Stress:

The construct validity of the Occupational Stress Questionnaire was determined by calculating its self-validity, which is the square root of its reliability coefficient.

$$\text{construct validity} = \sqrt{\text{reliability}} = \sqrt{0.71} = 0.84$$

The result was 0.84, indicating that the scale is valid for what it is intended to measure.

Job Satisfaction:

Similarly, the construct validity of the Job Satisfaction Questionnaire was determined by calculating its self-validity, which is the square root of its reliability coefficient.

$$\text{construct validity} = \sqrt{\text{reliability}} = \sqrt{0.76} = 0.87$$

The result was 0.87, suggesting that the scale is valid for what it is intended to measure.

Discriminant Validity (Comparative Group Validity):

Discriminant validity refers to the ability of the questionnaire to distinguish between the two extremes of the trait it measures. This method involves ranking the obtained scores in either descending or ascending order in the distribution. Then, 27% of the participants are selected from each end of the distribution, forming two contrasting groups at the extremes of the trait. The statistical test used to compare these two groups is the "t-test" to assess the significance of the difference between their means. (Maamria, 2007, p. 158).

Occupational Stress:

Table 6: Shows the results of the comparative group analysis for the Occupational Stress Questionnaire.

Upper Sample (N.up) = 3		Lower Sample (N.Lo) = 3		T-Value	Degrees of Freedom	Significance Level (Sig)
Mean 1	Standard Deviation 1	Mean 2	Standard Deviation 2			
7.12	1.88	7.45	1.65	7.02	04	0.01

From **Table 6**, we observe that the "T" value is 7.02, and the significance level (Sig) is 0.01, which is less than 0.05. Therefore, we reject the null hypothesis and accept the alternative, which suggests that there are statistically significant differences between the upper and lower sample groups. This indicates that the Occupational Stress

Questionnaire demonstrates discriminant validity (comparative group validity) and is capable of distinguishing between individuals based on their traits. Thus, the questionnaire is valid and measures what it is intended to measure.

Job Satisfaction:

Table 7: Shows the results of the comparative group analysis for the Job Satisfaction Questionnaire.

Upper Sample (N.up) = 3		Lower Sample (N.Lo) = 3		T-Value	Degrees of Freedom	Significance Level (Sig)
Mean 1	Standard Deviation 1	Mean 2	Standard Deviation 2			
8.02	2.02	7.84	1.16	12.16	04	0.00

From **Table 7**, we observe that the "t" value is 12.16, and the significance level (Sig) is 0.00, which is less than 0.05. Therefore, we reject the null hypothesis and accept the alternative, indicating that there are statistically significant differences between the upper and lower sample groups. This suggests that the Job Satisfaction Questionnaire demonstrates discriminant validity (comparative group validity) and is capable of distinguishing between individuals based on their traits. Thus, the questionnaire is valid and measures what it is intended to measure.

Verification of Normal Distribution of Data:

To check for the normal distribution of the data, we used the Kolmogorov-Smirnov test, as implemented in SPSS version 24. The results are as follows:

Table 8: Shows the normality of the data.

Test of Normality			
Kolmogorov-Smirnov		Shapiro-Wilk	
Value	Significance Level (Sig)	Value	Significance Level (Sig)
0.241	0.29	0.85	0.21

From **Table 8**, we see that the program provided the results of both the Kolmogorov-Smirnov test and the Shapiro-Wilk test, the latter of which is used when the sample size is less than 30. Since the study sample size is greater than 30, we used the Kolmogorov-Smirnov test, with a result of 0.241 and a significance level of 0.29. Given that the significance level is 0.29, which is greater than 0.05, we accept the null hypothesis and reject the alternative, concluding that the data follows a normal distribution.

11-Statistical tools for the study:

The current study's measures were transcribed and analyzed using the Social Security Disaster Response (SPSS V24) software. The Pearson correlation coefficient was used to determine the type and extent of the relationship between the research variables.

12-Analysis and Discussion of the Study Results:

The study aimed to answer the research question:

Is there a statistically significant correlation between professional stress and its three dimensions, and job satisfaction among civil protection personnel? The results will be interpreted in light of the study's hypotheses. To achieve this, the researchers examined and collected the data, then organized it in tables and calculated Pearson's correlation coefficient according to the study's hypotheses using the SPSS (SPSS V24).

Based on the results, the study concluded the following:

First Operational Hypothesis:

There is a statistically significant relationship between role burden and job satisfaction among civil protection personnel.

Results:

To verify this hypothesis, Pearson's correlation coefficient was used, and its results are shown in **Table 9**:

Table 9: Pearson's Correlation Coefficients

Correlation			
		Role Burden	Job Satisfaction
Role Burden	Pearson's Correlation Coefficient	1	-,166
	Sig. two-tailed test		.000
	N	40	40
Job Satisfaction	Pearson's Correlation Coefficient	-,166	1
	Sig. two-tailed test	.000.	
	N	40	40

The results obtained can be illustrated in Table (10) as follows:

Table 10: The results obtained from the table 9

Sample Size (N)	Pearson's Correlation Coefficient	Significance Level	Significance
40	-0.16	0.05	Significant

Interpretation of the Results:

The correlation between role burden and job satisfaction is -0.16, with a significance level of 0.05, indicating that the relationship is statistically significant. This negative correlation suggests that as role burden increases, job satisfaction tends to decrease among civil protection personnel. Thus, the first operational hypothesis is supported, confirming that there is a statistically significant inverse relationship between role burden and job satisfaction.

Analysis of the Table:

It is evident from Table (10) that there is a weak, negative, and inverse correlation between the role overload dimension and job satisfaction. The Pearson correlation coefficient was -0.16 at a significance level of 0.05. This means that as role overload decreases among civil protection officers, their job satisfaction increases, and they feel more comfortable. This result indicates that the civil protection officers in the province of M'sila are able to cope with and withstand the pressures of life and work in ways that align with their mental, psychological, and physical characteristics. As protectors of the country and society, they engage in humanitarian work that brings them satisfaction and acceptance of their duties, allowing them to overcome the burden of multiple roles and responsibilities while succeeding in various fields.

The study's results align with the study of **Omar Najjar (2009)** in Algeria, which showed that civil protection officers employ task-focused strategies to resist psychological and professional pressures. However, the findings of this study contrast with the study by **Bouatit Jaleddine and Merouh Abdelwahab (2023)** in Skikda, Algeria, which indicated that civil protection officers feel both physical and psychological fatigue at the end of each shift. They noted that their work leaves them drained and that their leave time is insufficient, especially since their work often involves dealing with emergencies like floods in the winter and fires in the summer.

Second Operational Hypothesis: There is a statistically significant relationship between role ambiguity and job satisfaction among civil protection officers.

Results:

To verify the hypothesis, Pearson's correlation coefficient was used, and the results are as shown in Table (11).

Table 11: Pearson's Correlation Coefficients

Correlation			
		Role Ambiguity	Job Satisfaction
Role Ambiguity	Pearson's Correlation Coefficient	1	.35-
	Sig. two-tailed test		,000
	N	40	40
Job Satisfaction	Pearson's Correlation Coefficient	.35-	1
	Sig. two-tailed test	,000	
	N	40	40

The results obtained can be illustrated in Table (12) as follows:

Table 12: The results obtained from the table 11

Sample Size (N)	Pearson's Correlation Coefficient	Significance Level	Significance
40	-0 , 35	0.05	Significant

Analysis of the Table:

It is clear from Table (12) that there is a negative, inverse correlation between the role ambiguity dimension and job satisfaction, with a Pearson correlation coefficient of (-0.35) at a significance level of (0.05). This indicates that as role ambiguity decreases among civil protection officers, their job satisfaction increases, leading to a greater sense of comfort and acceptance of the tasks they perform.

The results of the current study align with the findings of **Issat Mariam and Ait Maghber (2020)**, who concluded that there is a correlation between coping strategies for professional stress and psychological resilience among civil protection officers. This can be attributed to the officers' experience and training, which helps them manage stress, resulting in an increase in professional resilience and work performance despite challenges.

However, the results of this study differ from those found in **Sekiou (2001)** in his book on human resource management. He argues that a lack of understanding of one's role or the tasks required of them leads to considerable pressures and makes it difficult for the employee to respond to them in a timely manner, which ultimately leads to job dissatisfaction and becomes a source of stress.

Third Operational Hypothesis:

There is a statistically significant relationship between organizational constraints and job satisfaction among civil protection officers.

To verify this hypothesis, Pearson's correlation coefficient was used, and the results are shown in Table (13).

Table 13: Pearson's Correlation Coefficients

Correlation			
		organizational constraints	Job Satisfaction
organizational constraints	Pearson's Correlation Coefficient	1	-,235
	Sig. two-tailed test		.003
	N	40	40
Job Satisfaction	Pearson's Correlation Coefficient	-, 235	1
	Sig. two-tailed test	.003	
	N	40	40

The results obtained can be illustrated in Table (14) as follows:

Table 14: The results obtained from the table 13

Sample Size (N)	Pearson's Correlation Coefficient	Significance Level	Significance
40	-0 ,23	0.05	Significant

Analysis of Table (13):

From Table (13), it is evident that there is a weak negative correlation between the organizational constraints dimension and job satisfaction among the study sample. The Pearson correlation coefficient is -0.23 at a significance level of 0.05, indicating that as the level of organizational constraints, which refer to the methods and processes of managing civil protection officers, decreases, their job satisfaction increases.

General Hypothesis Presentation and Discussion:

The general hypothesis states that there is a statistically significant relationship between professional stress and job satisfaction among civil protection officers.

To verify this hypothesis, Pearson's correlation coefficient was used. The results are shown in Table (15):

Table 15: Pearson's Correlation Coefficients

Correlation			
		Professional stress	Job Satisfaction
Professional stress	Pearson's Correlation Coefficient	1	,66 -
	Sig. two-tailed test		,005
	N	40	40
Job Satisfaction	Pearson's Correlation Coefficient	,66 -	1
	Sig. two-tailed test	,005	
	N	40	40

The results obtained can be illustrated in Table (16) as follows:

Table 16: The results obtained from the table 15

Sample Size (N)	Pearson's Correlation Coefficient	Significance Level	Significance
40	-0,66	0.05	Significant

Analysis of Table:

It is evident from Table (16) that there is a moderately strong negative correlation between the overall professional stress level and job satisfaction among civil protection officers, with a Pearson correlation coefficient of -0.66 at a significance level of 0.05. This indicates that as professional stress decreases, job satisfaction among the officers increases.

The results of the current study align with the findings of **Bahri Saber (2017)**, which indicated a weak relationship between professional stress and job satisfaction among civil protection officers, implying that stress does not always lead to dissatisfaction, likely due to the nature of their training and the importance of their humanitarian role. Similarly, the findings are in agreement with **Al-Dosari (2010)**, who conducted a study on border guard personnel in the Medina region and found no significant relationship between work stress and job satisfaction.

However, the current study's results differ from **Zebdi Nasseredine (2010)**, **Kittel and Sipose (2008)**, who found a significant relationship between job stress and psychosomatic diseases, suggesting that prolonged or intense stress increases the likelihood of health issues.

In the case of civil protection officers, despite the high volume of work and various responsibilities, they remain dedicated to their noble and honorable mission of protecting the country and society. This dedication and the humanitarian aspect of their work contribute to their satisfaction and job contentment, giving them a sense of fulfillment. Their work is often seen as voluntary and humanistic, which positively influences their overall job satisfaction.

Conclusion:

The tasks performed by civil protection officers are among the most challenging, as they deal with multiple teams in various situations. In emergencies, more than one rescue and firefighting team is required, each led by a senior officer. These officers are responsible for ensuring the safety of others, as well as their own teams, while confronting the risks involved in their operations. Civil protection officers often experience traumatic incidents that are difficult to forget due to the nature of the accidents or the emotional human aspects associated with them.

Managing their emotional responses during operations is a significant challenge, requiring them to remain calm, think clearly, and make sound judgments under pressure. With repeated exposure to such incidents, they become more adept at handling stress and emotional reactions. Despite these challenges, civil protection officers exhibit remarkable resilience, creative problem-solving in critical situations, and the courage to act without hesitation.

Given the importance of their role, further research should be conducted to explore the sources of professional stress and job satisfaction among civil protection officers. This would help improve their overall performance and job satisfaction, ensuring better service to the community.

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