

Sources of Work Stress on Administrators in Sport Clubs

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Abstract: The study aims to identify the stress sources that confront administrators in the field of sports clubs, which affect their performance. The researchers used the descriptive method; the community of the research was the administrators (144 individuals) of sport clubs in Cairo and Giza governorates (Al-Ahly, Al-Zamalek, Al-Gazera, Al-Shams, Al-Ghaba, Al-Maadi, Heliolado, Heliopolis, Shooting, Eltalbia and 6th of October clubs). A list of administrative work stress is prepared by the researchers was used including 65 statements distributed to nine dimensions. There are significant differences at 0.05 level in some work stress dimensions according to years of experience variable, stress associated to the level and system of the tournament, stress associated to the time management in the tournament, stress associated to players, stress associated to managing files, documents and reports and total sum. There are significant differences between administrators and administrative managers in the work stress dimensions associated to the level and system of the tournament, time management in the tournament, technical staff, job and professional satisfaction, management of files and the total sum in favor of the administrators. and in some work stress dimensions according to the nature of sports activity variable(individual or team sports), in the dimension of stress related to the level and system of the tournament in favor of team sports, while differences were in favor of individual sports in the dimensions of stress associated to communication with audience and parents and stress s associated to media.

Key words: Sports administrator • Administrative work stress

INTRODUCTION

Fields and professions of physical education and sports varies and differentiate, the stress varies for each of them concerning source, intensity, direction and level of complexity, causing a state of non-psychological balance resulted from the lack of equivalence between the requirements of profession and the ability to perform it. The profession of sports administrator is one of the Sports Professions, where he faces a lot of psychological stress during his work in the sports field, which significantly affects the extent of his success in performing his work and his personal life, thus feeling the incapability to satisfy his psychological and social needs.

The sport administrator is one of the elements of success of the administrative work system in the sports clubs, which contributes to the achievement of its goals. Stress are considered a phenomenon of human life, experienced by human in different situations and times and require him to correspond or re- correspond with the environment and are of the nature of human existence.

Stress is not necessarily negative phenomenon in all cases, therefore we cannot refrain from or to be spared because it means the lack of individual demands and lack of efficiency thus failure in life [1]. Some scientists indicated that the individual cannot live without stress, but the intensity of stress and repeated exposure to it and the consequent negative effects and aspects of dysfunction to human health is the one must be avoided. Stress is the un-determined responses by the body to any urgent demands and the un-determined response is a syndrome, or is a group of general symptoms of attempts to adapt or cope with urgent demands [2].

In this frame, the profession of sports administrators is one of the occupations that carry a great deal of hard work, which consumes a great deal of their psychological, physiological and social energy and as a result of the great responsibility entrusted to them, in addition to the requirements of their lives in terms of balance between family and work requirements, which may lead them not to continue in their positions and desire to withdrawal,

or may continue in their job unsatisfied of the working environment, this eventually leads to a decline in their achievement level [3]. The stress process is conducted according to sequential and complementary stages, which begin by identifying the target requirements - the requirements to be performed to accomplish the target - and then realize the target - the individual's awareness of the lack of balance between the requirements of the target to be accomplished and the level of its ability to achieve and achieve the target - then respond - how to withstand stress and tension and the inability to achieve the target to be accomplished [4].

There are different factors or sources that cause the stress faced by the sports administrator during his life time and vary in terms of severity of impact and the extent of continuity, which can be categorized into two sources, factors associated with the work environment that includes the work period, role ambiguity, non-appropriate qualification, opportunities for professional growth, nature of work, role conflict, relationship with colleagues, not participating in decision making concerning the job, no sense of job security, job targets are not realistic, weak support of others, lack of job satisfaction and factors related to the individual, where studies refers to the existence of personality patterns are more likely to experience health problems and are characterized by the competitive desire and the need to obtain recognition and appreciation and the completion of activities as soon as possible and the lack of rest periods, sources of stress can be clarified in the following points.

- Self work: includes time stress, normal conditions of work, work overload and physical danger.
- Role in the organization: includes role ambiguity, role conflict, responsibility toward others and conflicts of internal and external reorganization.
- Career development: includes the exaggerated professional upgrade, less than expected professional upgrade, lack of safety at work and ambition frustration.
- Relations at work: includes the poor relationship with superiors and other colleagues and the difficulties in delegation of authority.
- Organizational structure and environment: includes the limited contribution or the non-participation in the decision making, restricting the behavior, budgets, labor policies and the lack of effective stimulation.
- Individual characteristics: includes the level of anxiety, the level of nervousness, bearing ambiguity and the behavioral style.

- Sources of stress outside the work environment: includes family problems, life crises, economic difficulties, health and illness status and some demographic variables represented in age, qualification and sex [1].

Theoretical approaches that deals in classifying sources of stress differentiates, some see the main source of stress in the functional requirements itself and emphasizes the compressive impact of these requirements in stimulating the control responses by workers, while others focus on the participation of the working conditions and special personal factors of each individual in causing temporary or chronic reactions, therefore functions differ in their requirements and achievement opportunities they provide [5].

Problem of the Research: The success of sport organizations and bodies, including sport clubs depends on those responsible for the administrative work of sports activities in these organizations, the researchers noted that they are vulnerable to many administrative stress while performing their administrative duties within the span of their work which may affect their performance. There is negative relationship between administrative stress and work performance level [6]. Work administrative stress negatively affects the cooperation and teamwork spirit and the controlling system, administrative following up therefore the negative impact on the sports clubs profit achievement and not achieving its goals properly, which is considered a key demand of these clubs during this period, consequently, the researchers felt the importance of identifying the stress levels and sources of the sport clubs administrators [7].

Research Objectives:

- Identifying sources of stress on the administrative work of the sports in sports clubs.
- Identify the differences between sports administrators in the sources of work stress, according to the number of years of experience.
- Understand the differences between administrators and managers and administrators in the sources of work stress.
- Identifying the differences between sports administrators in the sources of work stress, according to the type of sports activity.

Table 1: Characterizing the sample of the research according to the nature of administrators from the clubs representing the research community. n = 144

Variables	Variables categories	Number	%
Administrative work	Administrator	129	89.6
	Administrative manager	15	10.4
Years of experience	Less than 5 years	36	25.0
	From 5-10 years	57	39.6
	More than 10 years	51	35.4
Total number of the sample	144	100	

MATERIALS AND METHODS

The researchers used the descriptive method-surveys. The research community was the administrators of sport clubs in Cairo and Giza governorates, a club (Al-Ahly, Al- Zamalek, Al-Gazera, Al-Shams, Al-Ghaba, Al-Maadi, Heliolodo, Heliopolis, Shooting, Eltalbia sporting club and 6th of October). Sample of the research was randomly chosen according to the nature of the administrators from the clubs representing the research community.

Data Collection Tools: A form of administrative work stress prepared by the researchers was used. A questionnaire has been designed through the form of administrative work stress and the researchers checked the validity of the questionnaire by internal consistency validity applying on 30 individuals from the community of the research and there was significant correlation between the statements and their dimensions at 0.05 level, and they used test and re-test to check the reliability and there was a significant correlation between the two applications (0.847 at 0.05 level, 2 tails).

RESULTS AND DISCUSSION

In the light of the research problem, objectives and the scientific methodology used and within the main research sample characteristics limits where data collecting tools were applied and statistically treated, the following results were obtained:

Table 2 illustrates the values of arithmetic means, standard deviations and the main degree in the main dimensions of the form, where the following was noted:

Percentages values of the nine administrative work dimensions ranged between 44.94% - 71.88%.

It is clear that the most stress faced by the administrator is associated to Job and professional satisfaction, which scored the highest percentage of 71.88%, while stress associated to media as the less stress with a percentage of 44.94%.

The first dimension "stress associated to the level and system of the tournament" occupied second rank with a percentage of 62.38%, addressed stress related to delay the issuing the tournament's bulletins, delay in determining the location of the tournament, the short period between the announcement of the tournament's date and its place resulting in the inability to provide appropriate transportations, cowardice in issuing the official documents and identification cards of the players and the technical staff by the concerned federation, non-compliance with the dates mentioned in the instructions bulletin, non-compliance with the deadlines of receiving the final names of the clubs players, the sudden change of the phases of Sunni participation in the tournaments, the sudden change of age stages participating and registration procedures in the tournaments and the lack of clarity of the conditions and regulations governing the tournament [8, 9].

Table 2: The arithmetic mean and standard deviation of the research sample degrees in the form main dimensions statements.n = 144

Number	Main dimensions of the stress associated to	Arithmetic mean	Standard deviation	Difference coefficient	Rank
First	The level and system of the tournament	11.23	3.52	31.34%	1
Second	Members of the higher administrative levels	4.56	2.9	63.48%	9
Third	Time management in the tournament	7.02	2.72	38.76%	3
Fourth	Technical team	9.4	3.95	42.09%	4
Fifth	Players	12.31	5.4	43.89%	6
Sixth	Communicating with audience and parents	6.04	2.59	42.88%	5
Seventh	Media	6.29	3.57	56.76%	8
Eighth	Job and professional satisfaction	8.63	3.01	34.87%	2
Ninth	Managing files, documents and reports	8.26	4.47	54.10%	7
Total Sum	73.74	21.87	29.66%		

The second dimension "stress associated to Members of the higher administrative levels-sport activity management/board of directors" occupied the eighth rank with a percentage of 45.63%, addressed stress associated to the need to deliver the results first hand, obtaining the players results for donating rewards and transportation allowances, the delay in receiving the official results approved by the concerned sports federation for the disbursement of rewards, the existence of board members in the competition represents administrative stress, the willingness of board members to immediately know the results in a rapid and frequent manner [10-12].

The third dimension "stress associated to Time management in the tournament" occupied the fifth rank with a percentage of 58.51%, addressed stress associated to the absence of an annual plan that determines specific dates of the federation's championships to organize the administrative work, length of the tournament, non-compliance with set dates for technical meeting and draw, the short period allocated to the administrative procedures, shortness of the time period allowed for protests and official objections to the events and results of the championship and the lack of money required to the official objections [13, 14].

The Fourth dimension "stress associated to Technical staff" occupied the fourth rank with a percentage of 58.72%, addressed stress associated to the absence of a doctor accompanying the team, the late arrival of the coach to the tournament, the coach's lack of control on the players, the coach's protests to some results, the departure of the coach before the end of the tournament, the delay in delivering the names of the players participating in the tournament before the deadline, the lack of cooperation by the coach in coordinating with the administrator and the coach needs to receive the tournament's first hand results [11, 15, 16].

The fifth dimension "stress associated to players" occupied the sixth rank with a percentage of 55.97%, addressed stress associated to lack of players commitment to the club's uniform, the delayed arrival of some players to the competitions, lack of players commitment to exist in the coronation ceremony, the delayed existence of the players in the competition venue which leads to the possibility of being disqualified, players contacts with referees objecting the results, lack of players commitment to the instructions during the state championships, bearing the responsibility of players when participating in international championships, the players desire to immediately know the first hand results of the team and other competing teams, players departure

before the end of the tournament and not encouraging their colleagues, the delay of some players to the buses moving date to the tournament venue and not attending to receive the appreciation certificates in the set time [17, 18].

The sixth dimension "stress associated to communicating with audience and parents " occupied the third rank with a percentage of 60.42%, addressed stress associated to the objection and protest to the results with questioning the integrity of referees, parents objection to the late delivery of the players uniforms due to its late arrival to the club, the continuous contacts from the parents during the tournament to know results, the parents desire to receive a copy of the results and a lot of parents believe that the administrative works for them [19, 20].

The seventh dimension "stress associated to media" occupied the ninth rank with a percentage of 44.94%, addressed stress associated to the prosecution of media to some players to get first hand results, the prosecution of media to administrators to get first hand results, the prosecution of media to find out some news-related camps, the importance of delivering a detailed report about the journal or magazine directly after the tournament, omission of some players names inadvertently when reporting to the club journal or any media news, the lack of media coverage to motivate the players especially the unpopular games and the importance of notifying the club's channel by the dates of competitions and tournaments [8, 21].

The eighth dimension "stress associated to Job and professional satisfaction" occupied the first rank with a percentage of 71.88%, addressed stress associated to low wages and salaries to those working as administrators in different clubs, marginalizing the important role played by the administrator for the success of the tournament, the conflict between work schedules and the desire to attend training courses, the administrator turns to an employee acting his job to promote the work and provide new ideas to serve the team, the club never encourage administrators to attend administrative development sessions and the lack of job and professional satisfaction toward the work [9, 22].

The ninth dimension "stress associated to Managing files, documents and reports" occupied the seventh rank with a percentage of 51.61%, addressed stress associated to the difficulty of obtaining the tournament results immediately after the completion of the tournament, the need for preparing and submitting reports to the club's administration during the tournament, no place is

Table 3: Analysis of variation between stress dimensions according to the classification of the research sample in the light of the number of experience years

Main dimensions	Variation source	sum of Squares	Freedom degrees	Mean of Squares	F	Significant
The level and system of the tournament	Between groups	210.037	2	105.019	9.484*	0.00
	Inside groups	1561.400	141	11.074		
	Total sum	1771.438	143			
Members of the higher administrative levels	Between groups	210.0	2	105.0	9.484*	0
	Inside groups	1561.4	141	11.1		
	Total sum	1771.4	143			
Time management in the tournament	Between groups	44.0	2	22.0	2.685	0.072
	Inside groups	115.4	141	8.2		
	Total sum	119.4	143			
Technical team	Between groups	122.2	2	61.1	9.195*	0
	Inside groups	936.8	141	6.6		
	Total sum	1058.9	143			
Players	Between groups	61.0	2	30.5	1.976	0.142
	Inside groups	2175.5	141	15.4		
	Total sum	2236.4	143			
Communicating with audience and parents	Between groups	532.0	2	266.0	10.290*	0
	Inside groups	3644.9	141	25.9		
	Total sum	4176.9	143			
Media	Between groups	12.6	2	6.3	0.934	0.395
	Inside groups	947.2	141	6.7		
	Total sum	959.8	143			
Job and professional satisfaction	Between groups	33.3	2	16.7	1.313	0.72
	Inside groups	1790.4	141	12.7		
	Total sum	1823.8	143			
Managing files, documents and reports	Between groups	0.5	2	0.3	0.28	0.972
	Inside groups	1293.2	141	9.2		
	Total sum	1293.8	143			
Total sum	Between groups	150.0	2	75.0	3.912*	0.022
	Inside groups	2703.5	141	19.2		
	Total sum	2853.5	143			

Value of indexed 'F' at the level of 0.05 and freedom degrees of 2 and 141 = 3.06

Table 4: The LSD test for significant differences between the numbers of experience years for the research sample in the main stress dimensions with statistically significant differences

Main stress dimensions associated to	Groups	N	Mean	More than 10 years	From 5-10 years	Less than 5 years
The level and system of the tournament	More than 10 years	36	9.75		1.040	3.015*
	From 5-10 years	57	10.7895			1.975*
	Less than 5 years	51	12.7647			
Time management in the tournament	More than 10 years	36	6.6667		- 0.509	1.569*
	From 5-10 years	57	6.1579			2.077*
	Less than 5 years	51	8.2353			
Players	More than 10 years	36	9.3333		3.035*	5.020*
	From 5-10 years	57	12.3684			1.985*
	Less than 5 years	51	14.3529			
Managing files, documents and reports	More than 10 years	36	7.8333		- 0.518	1.775
	From 5-10 years	57	7.3158			2.292*
	Less than 5 years	51	9.6078			
Total sum	More than 10 years	36	66.5833		3.838	15.907*
	From 5-10 years	57	70.4211			12.069*
	Less than 5 years	51	82.4902			

dedicated to save the results, the club fails to provide a computer to for saving results and team records, using the original versions of the tournaments results to donating rewards and it may exposure to loss, the need for financial costs to receive the results from the concerned federation, the club do not recognize the websites results of some sport federations [13, 23].

Table 3 illustrates the existence of statistically significant differences between the sample of the researches in some of the stress dimensions according to the classification in the light of the number experience years to three groups (less than five years - from five to ten years - more than ten Years), differences are clear in the stress dimensions associated to The level and system of the tournament, Time management in the tournament, Players, Managing files, documents and reports and total sum while no differences shows in rest of the dimensions.

Table 4 illustrates that the arithmetic mean of the stress dimension associated to the level and system of the tournament has reached 9.75 of administrators of experience less than five years, which demonstrates the existence of statistically significant differences in the stress associated to the level and system of the tournament in favor of administrators of experience less than five years compared to those of experiences from five to ten years and administrators of experiences more than ten years in the related stress, while no differences revealed between administrators of experiences more than ten years and those of 5-10 years.

As illustrated from the previous table, the arithmetic mean of the stress dimension associated to time management in the tournament has reached 6.66 for administrators of experiences more than ten years and 6.158 of administrators of experiences from five to ten years and 8.26 of administrators of experiences less than five years, which demonstrates the existence of statistically significant differences in the stress associated to time management, while did not show any differences between administrators of experiences more than ten years and administrators of experiences from five to ten years in the stress associated to time management as confirmed in the studies [13, 24].

As the previous table illustrates the arithmetic mean of the stress associated to the players has reached 9.33 for administrators of experiences more than ten years, 12.37 for administrators of experiences from five to ten years and 14.35 for administrators of experiences less than

five years, which shows that there are significant differences in the stress associated with the Players in favor of administrators of experiences less than five years compared to the administrators of experiences from five to ten years and administrators of experiences more than ten years in the stress associated to the Players, also differences revealed between administrators of experiences more than ten years and from five to ten years in the stress associated to the players as confirmed in the studies [17, 24].

As the previous table illustrates the arithmetic mean of the stress associated to managing files, documents and reports has reached 7.833 for administrators of experiences more than ten years, 7.316 for administrators of experiences from five to ten years and 9.61 for administrators of experiences less than five years, which shows that there are significant differences in the stress associated with the managing files, documents and reports in favor of administrators of experiences less than five years compared to the administrators of experiences from five to ten years in the stress associated with managing files, documents and reports, while no differences revealed between administrators of experiences less than five years and those of experiences more than ten years in the stress associated to managing files, documents and reports, also no differences revealed between administrators of experiences more than ten years and from five to ten years in the stress associated to the managing files, documents and reports [11, 24].

Table 5 illustrates the existence of statistically significant differences at the significance level of 0.05 between administrators and administrative managers in the stress dimensions associated to the level and system of the tournament, time management in the tournament, technical team, job and professional satisfaction, files management, documents and reports and the total sum of stress dimensions, while no differences show in any other dimensions [11-13, 16, 17, 24-26].

Table 6 illustrates the statistical significant differences between the samples of the research after classifying them according to the nature of the sport activity to individual and team games where statistical significant differences revealed at the significance level of 0.05 in stress dimensions related to the level and system of the tournament, communicating with audience and parents and Media, while no differences show in any other dimensions [10-13, 16-18, 24, 25].

Table 5: Significant differences between the responses of administrators and administrative managers

N.	Main dimensions	Administrators N= 129		Administrative managers N= 15		"T" Value
		Mean	Standard deviation	Mean	Standard deviation	
1	The level and system of the tournament	11.56	3.40	8.41	3.38	3.41*
2	Members of the higher administrative levels	4.47	2.99	5.40	1.68	-1.19
3	Time management in the tournament	7.28	2.46	4.80	3.78	3.47*
4	Technical team	9.84	3.77	5.62	3.50	4.144*
5	Players	12.58	5.32	10.00	5.74	1.76
6	Communicating with audience and parents	5.95	2.64	6.80	2.01	-1.20
7	Media	6.40	3.64	5.42	2.90	1.02
8	Job and professional satisfaction	8.84	2.96	6.80	2.88	2.53*
9	Managing files, documents and reports	8.71	4.26	4.41	4.47	3.69*
Total sum		75.61	21.36	57.60	20.01	3.11*

Value of the indexed "T" at the level of 0.05 and freedom degree of 142 = 1.96

Table 6: Significant differences between the samples of the research responses according the nature of the sport activity

N.	Main dimensions	Team games N= 78		Individual games N=66		"T" Value
		Arithmetic mean	Standard deviation	Arithmetic mean	Standard deviation	
1	The level and system of the tournament	10.54	3.54	12.05	3.33	2.612*
2	Members of the higher administrative levels	4.88	3.15	4.18	2.54	1.46
3	Time management in the tournament	7.15	2.92	6.86	2.47	0.64
4	Technical team	9.31	4.48	9.50	3.25	0.19
5	Players	12.50	5.64	12.09	5.15	0.45
6	Communicating with audience and parents	6.92	2.30	5.00	2.54	4.76*
7	Media	6.85	3.60	5.64	3.44	2.05*
8	Job and professional satisfaction	8.19	3.22	9.14	2.67	1.89
9	Managing files, documents and reports	8.24	4.86	8.27	3.99	0.01
Total sum		74.59	23.54	72.73	19.84	0.51

Value of the indexed "T" at the level of 0.05 and freedom degree of 142 = 1.96

CONCLUSION

In the light of achieving the objectives of the research and its outcome, the researchers provide the following conclusions:

- Stress administrative work form has been established including 65 statements distributed over main nine major dimensions, the statistical analysis have shown that the form has high coefficients and scientifically accepted.
- The research results revealed the existence of statistically significant differences at the significance level of 0.05 in some work stress dimensions, according to the variable of number of experience years, these differences were obvious in the stress of work dimensions associated with the level and

system of the tournament, stress associated to time management in the tournament, stress associated to the Players, stress associated to managing files, documents and reports and the total sum of the stress of work dimensions in favor of administrative managers.

- The research results revealed the existence of statistically significant differences at the significance level of 0.05 in some work stress dimensions between administrators and administrative managers and that in the work stress dimensions associated to the level and system of the tournament, time management in the tournament, technical staff, job and professional satisfaction management, managing files, documents and reports and the total sum of the work stress dimensions and in favor of administrators.

- The research results revealed the existence of statistically significant differences at the significance level of 0.05 in some work stress dimensions according the nature of the sport activity variable (individual and team sports), that is for stress dimensions associated to the level and system of the tournament in favor of team sports, while differences were in favor of individual sports in the stress dimension associated to communication with the audience and parents and the stress associated to the media.
- Providing material facilities and technological tools that help sport manager to success in his work and to organize his tasks and time properly.
- Conducting further studies and researches related to study and develop training strategies for sports administrator on how to face the stress of work and mechanisms to deal with, with emphasis on examining methods to improve the performance of the administrative professional sports.

RECOMMENDATIONS

In the light of the research results and the attempt to confront and control the administrative work stress to provide a suitable working environment for sport administrators, thus high production and success rates will be achieved along with achieving the desired and aspiration goals on the personal, institutional and community levels, therefore the researchers recommended the following:

- Applying the form of sports administrative work stress as an indicator to identify the intensity and direction of work stress sources experienced and faced by the administrator, which might be impeded while on duty and thus guided by the results of the form to create the right suitable conditions for the administrative work in the sports field.
- Paying attention in conducting the applied procedures that will create the appropriate environment to work in terms of identifying the required tasks in accordance to a specific timetable and allocation of responsibilities appropriately to team members, delegation of authority and good time management to cope with the stress of work.
- Organizing seminars, workshops and specialized training courses for sport administrators aimed at training them on how to confront the stress, control and deal with its different types, organizing and managing time, developing and building personal and professional self and increase the motivation to work.
- Paying attention to encouraging and continuous stimulation with improved financial return and incentives paid to sports administrator because of the administrative nature of his work as a key factor contributing to the reduction of intensity of stress on his shoulders and make him feel satisfied with his assigned work.

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