

A STUDY ON LEVEL OF JOB SATISFACTION AMONG EMPLOYEES OF RURAL HEALTH TRAINING CENTRE (RHTC) AND CHC JAWAN, ALIGARH

Uzma Eram¹, Zakia Sultan²

¹Associate Professor in the Department Of Community Medicine, J.N.M.C.H, A.M.U., Aligarh

²Medico social worker in the Department Of Community Medicine, J.N.M.C.H, A.M.U., Aligarh

Corresponding author: Dr Uzma Eram, Associate Professor in the Department Of Community Medicine, J.N.M.C.H, A.M.U., Aligarh

Address: 43 Nishat Apartments, Shamshad Market, Aligarh (Uttar Pradesh):202001, India

ABSTRACT

Job satisfaction means the positive attitude towards the job. The term job satisfaction was brought to limelight by Hoppock (1935). Job satisfaction can also be defined as a worker's emotional response to different job related factors resulting in finding pleasure, comfort, confidence, rewards, personal growth and various positive opportunities, including upward mobility, recognition and appraisal done on a merit pattern with monetary value as compensation.

A cross- sectional study was conducted during May -June, 2019. In this study, 80 employees were taken from Rural health training center and CHC Jawan. They were selected with the help of quota sampling. The questionnaire was formulated such that it covered all the aspects of job satisfaction. The study showed the job satisfaction level of females is higher than males of RHTC and CHC, Jawan. Higher age group employees are more job satisfied than lower age group employees of RHTC and CHC, Jawan.

Keywords: job satisfaction, employees, RHTC, CHC

INTRODUCTION

Job satisfaction means the positive attitude towards the job. The term "job Satisfaction" was brought to lime light by Hoppock¹. He reviewed 32 studies on job satisfaction conducted prior to 1933 and observed that job satisfaction is a combination of psychological, physiological and environmental circumstances that cause a person to say, *I am satisfied with my job*. The term job satisfaction has been defined in various ways, several of which are acceptable.

Hellriegel and Slocum²(1976) define job satisfaction as 'the feelings about various aspects of the worker's work setting' (p. 250)

According to Middlemist and Hitt³, job satisfaction refers to 'the feelings –good or bad – that one has about the work and the work environment' (p. 460).

Job satisfaction is the 'affective orientations of individuals toward work roles that they are presently occupying' (p.99)⁴. Job satisfaction refers to 'the pleasurable or

positive emotional state resulting from the appraisal of one's job or job experiences'⁵.

Greenberg and Baron ⁶ view job satisfaction as a feeling can produce a positive or negative effect toward one's roles and responsibilities at work and added that it is important to understand the concept of job satisfaction as there is no single way to satisfy all workers in the workplace.

According to George and Jones ⁷, job satisfaction is the combination of feelings and beliefs, which include the mental, emotional, and physical domain.

Job satisfaction can also be defined as a worker's emotional response to different job related factors resulting in finding pleasure, comfort, confidence, rewards, personal growth and various positive opportunities, including upward mobility, recognition and appraisal done on a merit pattern with monetary value as compensation. ⁸

Cranny, Smith and Stone (1992) ⁹ define job satisfaction as employee's emotional state regarding the job, considering what they expected and what they actually got out of it. In fact, an employee with low expectations can be more satisfied with a certain job than someone who has high expectations. If someone's expectations are met or exceeded by the job, then one is happy and satisfied with the job.

Agho, Mueller and Price ¹⁰ define job satisfaction as the extent to which workers are happy with their jobs. In the study on American employees ¹ identified six factors that contributed to job satisfaction among them.

1. The way individual reacts to unpleasant situations.
2. The facility with which he adjusts himself with other persons.

3. His relative status in the social and economic group with which he identifies himself.
4. The nature of the work in relation to the abilities, interest and preparation of the worker.
5. Security.
6. Loyalty.

From the seven studies the six studies shows that job satisfaction and years of experience have positive correlation, while one of the studies shows negative results. The relationship between several personal characteristics and job satisfaction for supervisory and above group of people was the focus of the study carried out by Saiyadain¹¹, the study compares the responses of samples of 620 Nigerians and 778 Indian employees. It was found that job satisfaction increases with increasing age upped a point and then decreases with decreasing age. Job satisfaction increases with increases number of dependents. Job satisfaction decreases with increasing years of education. Job satisfaction increases with increasing years of experience. However, it may also tend to decrease after 20 years of experience. There is no relationship between job satisfaction and annual income.

The aim of this study was to find the level of job satisfaction among employees at RHTC and CHC.

METHOD

A cross-sectional study was conducted during May – June, 2019. In this study, 80 employees (40 males and 40 females) were taken from Rural health training center and CHC Jawan. They were selected with the help of quota sampling. The questionnaire was formulated such that it cover all the aspects of job satisfaction the primary information taken at the initial stage ,as age, sex, occupational status of respondents.

Names were not included as to collect reliable data without any pressure or fear. Respondents were assured that their information can be made confidential. The

20 questions of schedule were in English, which was difficult to understand by lower grade employees so the questions were asked individually by investigator.

RESULTS

Table 1:

40 male employees and 40 female employees from RHTC and CHC

S.NO	Questions	Male (agree)	Female (agree)
1.	Most of the work I do seems useful.	36 90%	38 95%
2.	Mostly I reach office on time.	38 95%	39 97.5%
3.	The job I do, requires all knowledge and skills I possess.	34 85%	38 95%
4.	The work I do is meaningful to me.	39 97.5%	39 97.5%
5.	I have the opportunity to do challenging work on this job.	36 90%	38 95%
6.	My work is hard and difficult, though I enjoy it.	34 85%	39 97.5%
7.	I have given commensurate power to do my job.	33 82.5%	37 92.5%
8.	My job is as per my aspirations.	22 55%	28 70%
9.	I enjoy my work place and working environment.	31 77.5%	37 92.5%
10.	My family is satisfied with my salary.	29 72.5%	19 47.5%
11.	I am upset for long time if somebody criticizes me.	12 30%	20 50%
12.	I am worried about the frequent illness of my family members.	36 90%	40 100%
13.	My subordinates respect my ideas and take my opinion.	37 92.5%	39 97.5%
14.	I rank my performance good in	39 97.5%	39 97.5%

	the work place.		
15.	I usually enjoy the company colleagues.	37 92.5%	38 95%
16.	I don't take rest on working hours.	37 92.5%	37 92.5%
17.	I am not worried about the feeling of caste and creed at work place.	33 82.5%	35 87.5%
18.	Promotions given are impartial.	23 57.5%	25 62.5%
19.	Vacations given are sufficient.	35 87.5%	37 92.5%
20.	New pension scheme system demotivates new employees.	36 90%	38 95%

Table 2

Job satisfaction level of 40 employees of 40yrs age group and above and 40 employees of under 40 years age group

S.NO	Questions	Up to 40 Yrs	40 years and above
1.	Most of the work I do seems useful.	39 97.5%	40 100%
2.	Mostly I reach office on time.	38 95%	39 97.5%
3.	The job I do, requires all knowledge and skills I possess.	32 80%	38 95%
4.	The work I do is meaningful to me.	38 95%	40 100%
5.	I have the opportunity to do challenging work on this job.	36 90%	38 95%
6.	My work is hard and difficult, though I enjoy it.	34 85%	39 97.5%
7.	I have given commensurate power to do my job.	28 70%	35 87.5%
8.	My job is as per my aspirations.	25 62.5%	39 97.5%
9.	I enjoy my work place and working environment.	26 65%	38 95%
10.	My family is satisfied with my salary.	15 37.5%	35 87.5%

11.	I am upset for long time if somebody criticizes me.	14	35%	37	92.5%
12.	I am worried about the frequent illness of my family members.	33	82.5%	38	95%
13.	My subordinates respect my ideas and take my opinion.	31	77.5%	39	97.5%
14.	I rank my performance good in the work place.	38	95%	40	100%
15.	I usually enjoy the company colleagues.	32	80%	36	90%
16.	I don't take rest on working hours.	40	100%	39	97.5%
17.	I am not worried about the feeling of caste and creed at work place.	32	80%	34	85%
18.	Promotions given are impartial.	34	85%	39	97.5%
19.	Vacations given are sufficient.	15	37.5%	36	90%
20.	New pension scheme systems demotivate new employees.	34	85%	38	95%

DISCUSSION

Table 1 shows the job satisfaction level of females is higher than males of RHTC and CHC, Jawan.

Another study¹⁵ reported the percentage of male employees who were satisfied in their jobs was 31.1% while 18.9% of the male employees were dissatisfied in their jobs. Similarly, most of the female population (33.3%) were satisfied in their jobs while 16.7% of the female respondents were identified as dissatisfied. Although more women than men were found satisfied in their respective jobs, yet this difference is not found significant.

Several research indicate that employees

gender have effect on job satisfaction. Result of those studies suggest that either women are more satisfied with their jobs than men^{16,17} or men to be more satisfied with their jobs than women¹⁸. Conversely, other studies have shown that there is no significant relationship between employees' gender and job satisfaction¹⁹. Donohue and Heywood (2004)²⁰ also were not successful in proving gender-based differences in job satisfaction among young American and British employees.

Males are supposed to run a full-fledged family and to fulfill the needs of the family members. This can be the greatest motivating factor for male employees to earn more and more. Females feel more

secure in context of jobs, finance, and other perks and privileges as maternity leave, child care leave etc. are given to them. As reality females join various jobs not for the financial benefits but for the sake of self-reliance and it generate a confidence in them, so they can be respected at their homes and offices. This study is supported by another study¹² which finds that women are more satisfied with their jobs.

Women are satisfied with ‘women’s work’ but not with the pay By Michael Dockery and Sandra Buchler. Other studies found that males experience higher levels of satisfaction than females^{21,22} Bilgic²³,Linz²⁴, in their results, show that there is no gender disparity in job satisfaction. The essential issue is that, despite the fact that females obtain less from their jobs than males, they perceive same level of satisfaction as males do because they have lower expectations.

As in table 2, higher age group employees are more job satisfied than lower age group employees of RHTC and CHC, jawan. This may be because of:

1. The higher age group employees are much more experienced than the lower age people.
2. The senior are at the last phase of their life so they are not much bothered about working conditioned, work tensioned, and inter personal relation .All these situations make them satisfied.
3. The lower age group employees are more enthusiastic, adventurous and ambitious. So they are always face to face with tensioned, anxieties, so they are less satisfied.
4. At last higher age group employees are at the peak of their service, they

achieve high salary grades which enhance their work motivation.

5. The higher age group employees are more satisfied because they have attained desirable administrative strata, and they are well adjusted in any environment due to experiences.

The study by Cark et al¹⁴ has shown U-shaped relationship between age and job satisfaction.

C Carrillo-Garcia¹³ reported that elderly professionals Showed higher job satisfaction compare to younger employees. The senior teachers in a study by their age were more satisfied with their job which is similar to other studies^{25,26}

As workers grow older, many obtain more satisfying jobs through seniority and experience. The higher levels of these attributes have been shown to be associated with higher levels of job satisfaction^{27,28}. Younger workers have more formal education than older workers^{29,30} and tend to emphasize intrinsic work attributes (e.g., a desire for more influence, variety and utilization of skills and training) in preference to the more traditional extrinsic job factors such as job security and good wages³¹. Should younger workers not find their expectations matched in the jobs which they are able to obtain, they may experience greater levels of dissatisfaction than older workers.

RECOMMENDATIONS AND CONCLUSION

An organization’s management should be such that it should give importance to employee development and employee wellbeing to improve job satisfaction.

Short-term training programs that increase the skill level should be offered to the middle age group employees to encourage them continue working.

The basic pay should be revised according.

Organizations should encourage two-way communication between superiors and junior employees through regular meetings to clear all misunderstandings in the workplace. The superiors should be supportive to recognize and guide their juniors at workplace.

Companies need to focus on improving the working conditions and offering employees the tools and resources needed to carry out their duties.

There should be facilities for females like resting rooms, separate dining rooms, separate toilet facilities. There should be a nursing room for breast feeding mothers.

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