LEVEL OF JOB SATISFACTION AND FACTORS INFLUENCING OF WOMEN EMPLOYEES UNDER SERVICE SECTOR

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ABSTRACT

Job satisfaction is the effect of various components of their working environment to meet their needs. Separately from income, other factors to job environment also impact the employees’ satisfaction with their jobs. It is the influence of many factors such as nature of work, salary, advancement opportunities management, work groups, work condition etc. Out of 15,019 female workers in Trichy district, 2 per cent (300 workers) of working women were from telecommunication, banking and postal services were grouped into two numbers of cluster namely public (150) and private (150) sectors. Out of this, the researcher has selected 50 sample women workers each from telecommunication, banking and postal services respectively from public and private sectors.

Keywords: Job Satisfaction, Working Women, Service Sectors

I. INTRODUCTION

Job satisfaction is an approach which consequences from complementary and outline of many precise likes and dislike knowledgeable in association with the job. The evaluations may take it easy mostly upon one’s success or failure in the achievement of personal objective and upon the perceived combination of the job and company towards their ends. Job satisfaction refers to an individual’s constructive exciting reactions to a particular job. It is an efficient response to a job that results from the person’s assessment of real outcomes with those that are desired, predictable, or deserved. Job satisfaction is the favorableness or unfavorableness with which employees outlook their work. Employees’ attitudes are significant to the management because they affect organisational behavior. The association between job and life is complex depending on personality factors like job and the socio-economic environment.

Hence, it is essential to analyze how socio-economic environment affects the job satisfaction of employees particularly of the private and public sector organizations. In this section an attempt is made to examine the relationship between job satisfaction and the employees’ socio-economic characteristics such as age, religion, of public and private sector organizations in Trichy district.

II. METHODOLOGY

The scheming of suitable methodology and choice of analytical tools are important for a consequential analysis of any research dilemma. An effort has been made to explain the methodology which includes sampling process, period of study and collection of data and tools of analysis.

Sampling Procedure

The present study is confined to women working in service sector both public and private. In Trichy district the information regarding the list of offices of both public and private sectors was obtained from various sources. Out of 15,019 female workers in Trichy district, 2 per cent (300 workers) of working women were from telecommunication, banking and postal services were grouped into two numbers of cluster namely public (150) and private (150) sectors. Out of this, the researcher has selected 50 sample women workers each from
telecommunication, banking and postal services respectively from public and private sectors by simple random sampling method.

Period of Study. The field survey was carried out from October 2017 to March 2018 for the collection of primary data. The data collection pertains to the financial year 2017-18.

Collection of Data
The data required for this study had been obtained from primary and secondary sources. First hand data were collected from the field directly through structured comprehensive interview schedule.

Analytical Framework
The job satisfaction of women workers under service sector is classified into three categories, namely high level, medium level and low level for analytical purposes. The level of job satisfaction has been determined by the score values calculated for 35 statements relating to job satisfaction by adopting the scaling method while the score values \( \geq (\bar{X} + \text{S.D.}) \) and score values \( \geq (X - \text{S.D}) \) have been classified respectively as the high level of job satisfaction and the low level of job satisfaction, the score values in between \( (\bar{X} + \text{S.D}) \) and \( (\bar{X} - \text{S.D}) \) have been classified as the medium level of job satisfaction. \( \bar{X} \) and \( \text{S.D.} \) being the arithmetic mean and standard deviation respectively calculated from the score values of the 300 employees- respondents each for public and private sectors.

1.2.2 Public Sector Employees
\( (\bar{X} + \text{S.D}) = (129.64 + 23.16) = 152.80 \approx 153 \) and above = High level satisfaction.
\( (\bar{X} - \text{S.D}) = (129.64 - 23.16) = 106.48 \approx 106 \) and below = Low level satisfaction.
\( (\bar{X} - \text{S.D}) \) between \( (\bar{X} + \text{S.D}) = \) between 153 and 106 = Medium level satisfaction.

1.2.3 Private Sector Employees
\( (\bar{X} + \text{S.D}) = (118.70 + 20.46) = 139.16 \approx 139 \) and above = High level satisfaction.
\( (\bar{X} - \text{S.D}) = (118.70 - 20.46) = 98.24 \approx 98 \) and below = Low level satisfaction.
\( (\bar{X} - \text{S.D}) \) between \( (\bar{X} + \text{S.D}) = \) between 139 and 98 = Medium level satisfaction.

For testing the association between the employees the socio-economic conditions and their level of job satisfaction, the Chi-Square test has been employed.

For computing the Chi-Square test the following formula has been used.

\[
\chi^2 = \sum \frac{(O-E)^2}{E} \text{ with (r-1)(c-1) degree of freedom.}
\]

Where
\( O \) = Observed frequency
\( E \) = Expected frequency
\( c \) = Number of columns in a contingency table
\( r \) = Number of rows in a contingency table.
The calculated value of the Chi-Square is measured with the table value of the Chi-square for the given level of significance (usually at 5 per cent level). If at the stated level the calculated value is less than the table value the null hypothesis is accepted and otherwise it is rejected.

The levels of job satisfaction of 150 sample respondents each from public and private sector organizations in Trichy District are given in Table 1.1.

TABLE 1.1 LEVEL OF JOB SATISFACTION

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Level of Job Satisfaction</th>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>No. of Respondents</td>
<td>Percentage</td>
</tr>
<tr>
<td>1.</td>
<td>High</td>
<td>45</td>
<td>30.00</td>
</tr>
<tr>
<td>2.</td>
<td>Medium</td>
<td>88</td>
<td>58.67</td>
</tr>
<tr>
<td>3.</td>
<td>Low</td>
<td>17</td>
<td>11.33</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>150</td>
<td>100.00</td>
</tr>
</tbody>
</table>

It is inferred from Table 1.1 that out of 150 public sector women workers, 45 (30.00 per cent) came under the category of high level of job satisfaction and 17 (11.33 per cent) came under the category of low level of job satisfaction. But nearly 88 (58.67 per cent) of the sample respondents from public sector had medium level of job satisfaction.

In the case of public sector, out of 150 sample women workers, 15 (10.00 per cent) were in the category of high level of job satisfaction, 97 (64.67 per cent) came under the category of medium level of job satisfaction whereas 38 (25.33 per cent) respondents had a low level of job satisfaction.

III. RELATIONSHIP BETWEEN SOCIO-ECONOMIC FACTORS AND LEVELS OF JOB SATISFACTION

In this section, an attempt is made to analyse the relationship between employees’ socio-economic background and their levels of job satisfaction by using the Chi-Square test.

Age and Level of Job Satisfaction

Age is one of the vital factors that influences the job satisfaction of the women workers. Table 1.2 shows the age and level of job satisfaction of workers of public and private sector organizations.

TABLE 1.2 AGE AND LEVEL OF JOB SATISFACTION OF SAMPLE RESPONDENTS

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Age in Years</th>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Level of Satisfaction</td>
<td>Total</td>
</tr>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td>1.</td>
<td>Below 30</td>
<td>4 (8.89)</td>
<td>19 (21.59)</td>
</tr>
<tr>
<td>2.</td>
<td>31 – 35</td>
<td>9 (20.00)</td>
<td>18 (40.45)</td>
</tr>
<tr>
<td>3.</td>
<td>36 – 40</td>
<td>12 (26.67)</td>
<td>24 (27.27)</td>
</tr>
<tr>
<td>4.</td>
<td>41 – 45</td>
<td>12 (26.67)</td>
<td>14 (15.92)</td>
</tr>
<tr>
<td>5.</td>
<td>46 – 50</td>
<td>2 (4.44)</td>
<td>7 (9.75)</td>
</tr>
<tr>
<td>6.</td>
<td>Above 50</td>
<td>6 (13.33)</td>
<td>6 (13.33)</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>45 (7100)</td>
<td>88 (100)</td>
</tr>
</tbody>
</table>

Source: Primary data. Note: Figures in brackets denote percentages.
It is found from Table 1.1 that out of 45 pubic sector employees with high level of job satisfaction, 12 (26.67 per cent) each are in the age group of 36-40 years and 41-45 years, 9 (20.00 per cent) in the age group of 31-35 years, 6 (13.33 per cent) in the age group of above 50 years, 4 (8.89 per cent) in the age group of below 30 years and only 2 (4.44 per cent) are in the age group of 46-50 years. It also shows that out of 88 employees with medium level of job satisfaction, 24 (27.27 per cent) are in the age group of 36-40 years followed by 19 (21.59 per cent) in the age group of 31-35 years, 18 (20.45 per cent) in the age group of 41-45 years, 7 (7.95 per cent) in the age group of 46-50 years and 6 (6.82 per cent) are in the age group of above 50 years. Further, it shows that out of 17 women workers with low level of job satisfaction, 6 (36.40 per cent) are in the age group of 36-40 years followed by 4 (23.54 per cent) in the age group of 41-45 years, 2 (11.76 per cent) each in the age group of below 30 years, 31 to 35 years and above 50 years and only one (5.88 per cent) is in the age group of 46-50 years respectively.

In case of private organisations, out of 15 women workers with high level of job satisfaction, 7 (46.67 per cent) are in the age group of below 30 years followed by 5 (33.33 per cent) in the age group of 31-35 years, 2 (13.33 per cent) in the age group of 35-40 years and only one (6.67 per cent) in the age group of 41-45 years. It also shows that out of 97 women workers with medium level of job satisfaction, 39 (40.21 per cent) are in the age group of 31-35 years followed by 30 (30.93 per cent) in the age group of below 30 years, 18 (18.55 per cent) in the age group of 36-40 years, 8 (8.25 per cent) in the age group of 41-45 years and only 2 (2.06 per cent) in the age group of 46-50 years.

Further, it shows that out of 38 women workers with low level of job satisfaction, 10 (26.32 per cent) each are in the age group of 31-35 years and 41-45 years followed by 9 (23.68 per cent) in the age group of 36-40 years, 8 (21.05 per cent) each in the age group of below 30 years and only 1 (2.63 per cent) in the age group of 46-50 years respectively.

In order to find out the association between the age and the level of job satisfaction of the women workers, the following null hypothesis was formulated; “The level of job satisfaction is independent of age”. The Chi-Square test was applied to examine the null hypothesis and the computed results are given in Table 1.3.

**TABLE 1.3 AGE AND LEVEL OF JOB SATISFACTION – CHI-SQUARE TEST**

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Particulars</th>
<th>Employees</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Public Sector</td>
<td>Private Sector</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Calculated Value of Chi-square</td>
<td>21.2400</td>
<td>13.1066</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Table Value of Chi-square at 5% level</td>
<td>18.307</td>
<td>15.507</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Degrees of Freedom</td>
<td>10</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inference</td>
<td>Significant</td>
<td>Insignificant</td>
<td></td>
</tr>
</tbody>
</table>

It is found out from Table 1.3 that the calculated chi-square values are greater than the table value in respect of public sector employees and less than in private sector employees. Therefore, the null hypothesis is rejected for public sector and accepted for private sector. Hence it could be concluded that the age factor influences the job satisfaction of public sector only under service sector.

**Religion and Level of Job Satisfaction**

The religion is classified into three categories such as Hindus, Muslims and Christians. The relationship between religion and level of job satisfaction of the women workers are presented in Table 1.4

**RELIGION AND LEVEL OF JOB SATISFACTION OF SAMPLE RESPONDENTS**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Religion</th>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Level of Satisfaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td>1.</td>
<td>Hindu</td>
<td>29</td>
<td>(64.44)</td>
</tr>
<tr>
<td>2.</td>
<td>Muslim</td>
<td>2</td>
<td>(4.44)</td>
</tr>
</tbody>
</table>


It is shown from Table 1.4 that out of 45 public sector women employees with high level of job satisfaction, 29 (64.44 per cent) are in the category of Hindus followed by Christians and Muslims which constitute 31.11 per cent and 4.44 per cent respectively. In the case of medium level of job satisfaction, out of 88 workers, 58 (65.91 per cent) are in the category of Hindus followed by Christians and Muslims which constitute 25.00 per cent and 9.09 per cent respectively. Further out of 17 workers with low level of job satisfaction, 14 (82.35 per cent) are Hindus followed by Christians and Muslims which constitute 11.77 per cent and 5.88 per cent respectively.

In the case of the private sector employees with high level of job satisfaction, 10 (66.67 per cent) out of 15 workers are Hindus followed by Christians and Muslims which constitute 20.00 per cent and 13.33 per cent respectively. Out of 97 workers, 66 (68.04 per cent) are Hindus, 23 (23.71 per cent) are Christians and 8 (8.25 per cent) are Muslims under the medium level of satisfaction. Further it shows that out of 38 workers with low level of job satisfaction, 27 (71.05 per cent) are Hindus followed by Christians and Muslims which constitute 21.05 per cent and 7.90 per cent respectively.

In order to find out the association between the religion and the level of job satisfaction of the employees, the following hypothesis was formulated; “The religion does not influence the level of job satisfaction”. The computed Chi-square test is shown in Table 1.5.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particulars</th>
<th>Public Sector</th>
<th>Private Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Calculated Value of Chi-square</td>
<td>3.2397</td>
<td>2.2147</td>
</tr>
<tr>
<td>2</td>
<td>Table Value of Chi-square</td>
<td>9.49</td>
<td>9.49</td>
</tr>
<tr>
<td>3</td>
<td>Degrees of Freedom</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Inference</td>
<td>Not Significant</td>
<td>Not Significant</td>
</tr>
</tbody>
</table>

It is clear from Table 1.5 that in the case of the public and private sector employees, the calculated chi-square value is less than table value. Hence the null hypothesis is accepted. Thus, the religion does not influence on the job satisfaction of both public and private sector employees.

Findings

It is find out of 150 public sector women workers, 45 (30.00 per cent) came under the category of high level of job satisfaction and 17 (11.33 per cent) came under the category of low level of job satisfaction. But nearly 88 (58.67 per cent) of the sample respondents from public sector had medium level of job satisfaction. In the case of public sector, out of 150 sample women workers, 15 (10.00 per cent) were in the category of high level of job satisfaction, 97 (64.67 per cent) came under the category of medium level of job satisfaction whereas 38 (25.33 per cent) respondents had a low level of job satisfaction.

In order to find out the association between the age and the level of job satisfaction of the women workers and age factor influences the job satisfaction of public sector only under service sector.

The religion does not influence the level of job satisfaction.
IV. CONCLUSION

Appreciation and recognition should duly be accorded to workers to encourage job satisfaction. It is concluded that public sector banks provide good job security to their employees plus many other benefits – medical, pension, gratuity, etc., on the other hand, private sector telecommunication, banking and postal services are providing good working condition atmosphere and attractive salary package to retain its efficient employees. Both the sectors are doing their best to increase the job satisfaction level of their employees.

REFERENCES