A Survey on Job Satisfaction among Teaching and Non-Teaching Staff in an University

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ABSTRACT

Job satisfaction is indispensable for the person who is working in an organization and spend major portion of their life in the company. The company can achieve goals when their employees are satisfied in various factors. Many studies are conducted to check the job satisfaction level of a person whether the person is satisfied from their work or not. This research examines the job satisfaction of teaching as well as non-teaching staff of Punjabi university, Patiala. Study is exploratory where the sample is 100 out of 140. Data is collected by unstructured interview with teaching and non-teaching staff then the findings are drawn in graphs and charts.

KEYWORDS: JOB SATISFACTION, FACTORS AND HUMAN RESOURCES

INTRODUCTION

Job Satisfaction or worker fulfillment is how content an individual is with their activity, regardless of whether they like the activity or individual perspectives or features of employments, for example, nature of work or supervision. Employment satisfaction can be estimated in subjective, full of feeling, and behavioral parts. Specialists have noticed that activity contentment measures fluctuate in the degree to which they measure sentiments about the activity or comprehensions about the activity. A few people love their job, a few people suffer their job, and a few people can't stand their occupations. Job satisfaction portrays how much people enjoy their job. It was depicted by Edwin Locke (1976) as the condition of feeling coming from evaluating one's professional experiences. While work satisfaction results from both how we consider our work and how we feel about our work (Saari and Judge, 2004), it is depicted as far as affect. Job satisfaction is affected by the work itself, our culture, our personality and working environment of the company (Saari and Judge, 2004).

It is an attitude of the employees towards the company. Job satisfaction is reviewed in the evaluative part and composed of mental processes, emotional and behavioral components. As with all opinions, the bond in between satisfaction and behavior, specifically job performance and participation, is complex.

FACTORS INFLUENCE JOB SATISFACTION

- SALARY
- PROMOTION
- JOB SECURITY
- WORKING ENVIRONMENT
- RECOGNITION AND APPRICIATION
DEFINITIONS

According to E.A. Locke, “Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experience.”

“Job satisfaction is the amount of pleasure or contentment associated with a job -if you like your job intensely you will experience job dissatisfaction.” Andrew Bin.

REVIEW OF LITERATURE

The investigation of job satisfaction is an interesting subject to both the individuals who work in the firm and who study them. Employment satisfaction has been firmly related with numerous hierarchical wonders, for example, inspiration and motivation, performance and execution, leadership and initiative, attitude, moral and conflict and so on. Specialists have distinguished the different components of occupational satisfaction, measure the general significance of every part of employment fulfillment and, inspect what impacts these parts have on productivity of an employees.

Job satisfaction is very important for great productivity and Reviewed 23 studies in accordance with the analysis of the change in job satisfaction with changing age. In 17 out of 23 studies, it shows the positive affect of age on job satisfaction at various age levels. In the study of (Hulin and Smith, 1965), researcher found that age has a positive effect on to job satisfaction. It will not go down with increasing age.

In the paper of (Saleh and Otis, 1976), They found that from beginning profession till sixties employment satisfaction will in general increase in income, etc. yet then declined in the time of retirement. This will occur because of worst wellbeing and low mental growth.

In the research of (Mehboob, F., Sarwar, M. A., 2012), analyst have discovered that female employees were less happy with their activity than male employees. The quantity of components which plans to more employment fulfillment is work cleanliness, work spark, arrangement, working condition while the work itself is the least fulfilling factor.

Therefore, according to some researcher’s outcomes are not by good education however from existing research about it is inferred that if academicians take the duties as indicated by their assignments, their fulfillment level will increase.

In the research of (Okpara, J. O., Squillage, M., and Erondo, E. A., 2005), it is found that male academician are worried for their compensation, advancements, supervision and large work fulfillment while on other hand female academician are more worried for their work and workers who are working in that environment. The outcomes found that the administration should show their more worry on female academician in reward, promotion, income, recruiting and other benefits.

Cano, J., and Castillo, J. X., 2004, discovered that male personnel have more fulfillment level than female members separated from other parameters that they are experienced and at present working on high designation profile in the university. This shows the administration will in general neglect to take the view of female academician and are not giving significance in dynamic.

RESEARCH METHODOLOGY

The research population was taken in this research is 140 in which only 103 were giving a proper response and then taking 100 samples from 103 which includes 37 female and 63 male employees. Those are teaching staff as well as non-teaching staff in Punjabi university Patiala. Convenient Sampling Technique was utilized for this research due to the nature of the samples in study. An exploratory research is opted, accordingly making research as proficient as possible producing greatest data with insignificant use of Time, money and effort.

Unstructured interviewing method is used in this research for convenience sampling. Nature of the research is exploratory research where the finding of factors of job satisfaction is included.

Asked unstructured questions to the employees who are working in the university in three departments.
DATA ANALYSIS

1. PERSONAL INFORMATION

GENDER

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>63</td>
</tr>
<tr>
<td>Female</td>
<td>37</td>
</tr>
</tbody>
</table>

The data I collected from university includes 63 male and 37 females. They help me out to fill the questionnaire.

DESIGNATION

<table>
<thead>
<tr>
<th>Designation</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associated professor and head</td>
<td>3</td>
</tr>
<tr>
<td>Professor</td>
<td>17</td>
</tr>
<tr>
<td>Assistant professor</td>
<td>30</td>
</tr>
<tr>
<td>Non-teaching staff</td>
<td>50</td>
</tr>
</tbody>
</table>
Here, associated professor and head of department are 3, professors are 17 and assistant professors are 30 and they are under teaching staff.
Non-teaching staff is 50 like administration department, sweepers etc.

2. Are the employees satisfied with working environment and workplace?

<table>
<thead>
<tr>
<th></th>
<th>No. of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>21</td>
</tr>
<tr>
<td>Satisfied</td>
<td>39</td>
</tr>
<tr>
<td>Neutral</td>
<td>20</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>17</td>
</tr>
<tr>
<td>Fully dissatisfied</td>
<td>3</td>
</tr>
</tbody>
</table>
Here 21% of people who are working in an organization are fully satisfied with their workplace and 39% are satisfied. Whereas only 20 people are not satisfied with workplace due to their personal reason.

3. Which factor motivates you the most to work in the university?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary</td>
<td>34</td>
</tr>
<tr>
<td>Promotion</td>
<td>4</td>
</tr>
<tr>
<td>Working Environment</td>
<td>22</td>
</tr>
<tr>
<td>Job Security</td>
<td>31</td>
</tr>
<tr>
<td>Recognition</td>
<td>9</td>
</tr>
</tbody>
</table>
Almost the percentage of every factor is same but more preference is given by the employees to the salary which is 34%, promotion and Working environment which is 14% and 22% respectively.

4. Does the organization recognize and acknowledgement your work?

<table>
<thead>
<tr>
<th>Respondents</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>19</td>
</tr>
<tr>
<td>Satisfied</td>
<td>41</td>
</tr>
<tr>
<td>Neutral</td>
<td>10</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>26</td>
</tr>
<tr>
<td>Fully dissatisfied</td>
<td>4</td>
</tr>
</tbody>
</table>
All are satisfied except 30% only.
19% and 41% are fully satisfied and satisfied respectively.

5. Are the employees satisfied with the rules and responsibilities given by the organization?

<table>
<thead>
<tr>
<th></th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>23</td>
</tr>
<tr>
<td>Satisfied</td>
<td>41</td>
</tr>
<tr>
<td>Neutral</td>
<td>20</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>14</td>
</tr>
<tr>
<td>Fully dissatisfied</td>
<td>2</td>
</tr>
</tbody>
</table>
Mostly the employees are satisfied with the responsibilities and rules of the university. However only 16% people are not satisfied because they feel rules are tough to follow.

6. Is your work according to your qualification and skills?

<table>
<thead>
<tr>
<th></th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>15</td>
</tr>
<tr>
<td>Satisfied</td>
<td>31</td>
</tr>
<tr>
<td>Neutral</td>
<td>16</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>33</td>
</tr>
<tr>
<td>Fully dissatisfied</td>
<td>5</td>
</tr>
</tbody>
</table>
Satisfied employees are more than dissatisfied they are only 38%. And rest 62% people are satisfied and happy because they get the job according to their qualification and skills.

7. Are the employees satisfied with training and development program if happen in the university?

<table>
<thead>
<tr>
<th></th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>16</td>
</tr>
<tr>
<td>Satisfied</td>
<td>32</td>
</tr>
<tr>
<td>Neutral</td>
<td>14</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>24</td>
</tr>
<tr>
<td>Fully dissatisfied</td>
<td>14</td>
</tr>
</tbody>
</table>
The graph shows the satisfaction level of the employees working in the university regarding training and development. Only 38% of people are not satisfied and others are satisfied.

8. Are the personnel satisfied with the introduction of newly technology like smart classes with computers and projectors?

<table>
<thead>
<tr>
<th></th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>14</td>
</tr>
<tr>
<td>Agree</td>
<td>63</td>
</tr>
<tr>
<td>Neutral</td>
<td>12</td>
</tr>
<tr>
<td>Disagree</td>
<td>11</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>Nil</td>
</tr>
</tbody>
</table>
All employees are agreed about the latest technology that it has more benefits than limitations except few they are only 11%.

9. **Are the employees satisfied with the facilities given by the university?**

<table>
<thead>
<tr>
<th>Response</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>6</td>
</tr>
<tr>
<td>Agree</td>
<td>24</td>
</tr>
<tr>
<td>Neutral</td>
<td>26</td>
</tr>
<tr>
<td>Disagree</td>
<td>32</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>12</td>
</tr>
</tbody>
</table>
In this, there is a balance between agreed and disagreed. Agreed people are 30 and disagree people are 44.

10. Are the Employees satisfied with convenient working hours?

<table>
<thead>
<tr>
<th></th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>12</td>
</tr>
<tr>
<td>Satisfied</td>
<td>31</td>
</tr>
<tr>
<td>Neutral</td>
<td>11</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>28</td>
</tr>
<tr>
<td>Fully dissatisfied</td>
<td>18</td>
</tr>
</tbody>
</table>
In this, the employees are 54% satisfied and 46% are dissatisfied with working hours.

11. Are the employees happy when they get rewards by the organization?

<table>
<thead>
<tr>
<th></th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully satisfied</td>
<td>4</td>
</tr>
<tr>
<td>Satisfied</td>
<td>27</td>
</tr>
<tr>
<td>Neutral</td>
<td>35</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>25</td>
</tr>
<tr>
<td>Fully dissatisfied</td>
<td>9</td>
</tr>
</tbody>
</table>
Equally respondents are present in this case some said bonus and rewards are given when the work given by the organization is done they are 31% and some said they are not giving any bonus or reward on any occasion they are 34% and left are neutral.

**Conclusion**

- From the examination and understanding, it is inferred that a large portion of the representatives are happy with the work environment and just couple of workers are not happy with the work environment and the policies of the organization.

- About all the employees are satisfied with factors of job satisfaction and all the employees are satisfied in all aspect and salary, working environment and job security are the major factors of job satisfaction whereas other factors are also plays an vital role in job satisfaction.

- The employees who are working in an organization are totally satisfied with acknowledgement and recognize. Mostly people who are working in the company are satisfied except few one.
• All are agreed that their work or job is accordingly by their qualification. Due to this they have job satisfaction and they are motivated to do work.

• By checking the quality of training, they all agreed about training and development, but few are not agreed because they feel they did not get training according to their skills.

• Every employee of the company needs change in an organization. Change in organization is introduction of new technology and new methods. However, some feel that technology doesn’t replace human resources.

• Employees are very happy to have their jobs in Punjabi university due to facilities given by the organization, but some employees expectations are more than that.

• According to the question regarding working hours, some are not happy due to pressure on them or other problems like transportation. Whereas some personnel are very happy that the organization has good working timings.

• At the end, the question arises about the rewards, bonus and vacation. Some are very satisfied that their needs are fulfilled by the organization and they get salary on time and bonus on different occasion.

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