

CONCEPTUAL BACKGROUND OF JOB SATISFACTION

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ABSTRACT

Satisfaction is the ultimate purpose of all kind of activities which influence performance of the work. Job Satisfaction, as the name suggests, is the feeling of contentment or a intellect of accomplishment, which an employee derives from his/her job. It is a result of appraisal that causes one to attain their job values or meet out their basic needs. It helps in determining, to what extent a person likes or dislikes his/her job. In this aspect job satisfaction become more important in the field of human resource management of the concern. This paper made an attempt to describe the conceptual background of the job satisfaction and its impact in work performance.

INTRODUCTION

Employee is considered as most powerful resource of the organization which decides the productivity and sustainability. Employee should consider with proper monitory and non monitory benefits so that they become satisfied. The employee's attitude towards the job and organization as well becomes positive when they realize that their job facilitates them in achieving their needs and values, directly or indirectly. This is the e duty of the concern. Satisfying the employee play a key role of organisation. Job satisfaction is defined as the degree to which an employee feels self-motivated, content and satisfied with his/her job. Job satisfaction happens when an employee feels he or she is having job stability, career growth and a comfortable work life balance. This implies that the employee is having satisfaction at job as the work meets the expectations of the individual. But each employee has different expectations to satisfy themselves. Money alone will not satisfy the employee.

DEFINITION OF JOB SATISFACTION

Job satisfaction is the age old concept which was defined by many experts in the various periods of time. The following are the major definition of job satisfaction by the experts to define the term for their theoretical development in the field of job satisfaction.

Lofquist and Davis (1991), defined job satisfaction as “an individual’s positive affective reaction of the target environment as a result of the individual’s appraisal of the extent to which his or her needs are fulfilled by the environment”.

Siegal and Lance (1987) stated that ‘job satisfaction is an emotional response defining the degree to which people like their job.’ Vroom in his definition on job satisfaction focuses on the role of the employee in the workplace. Thus he defines job satisfaction as affective orientations on the part of individuals toward work roles which they are presently occupying (Vroom, 1964).

Job satisfaction is a worker’s sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one’s efforts. Job satisfaction further implies enthusiasm and happiness with one’s work. Job satisfaction is the key ingredient that leads to recognition, income, promotion, and the achievement of other goals that lead to a feeling of fulfilment (Kaliski,2007).

Job satisfaction can be defined also as the extent to which a worker is content with the rewards he or she gets out of his or her job, particularly in terms of intrinsic motivation (Statt, 2004).

The term job satisfactions refer to the attitude and feelings people have about their work. Positive and favourable attitudes towards the job indicate job satisfaction. Negative and unfavourable attitudes towards the job indicate job dissatisfaction (Armstrong, 2006).

With above definition job satisfaction can understand conceptually, but in the real sense job satisfaction is unique in nature depends on various factors.

REVIEWS OF LITERATURE

Mari and Haja Mohideen (2015), has explored that the organizations and on the home front, the challenge of work life is rising to the top of many employers’ and employees’ consciousness. Human resources are the most valuable and unique assets of an organization. In today’s fast paced society, educational institutions seek options to positively impact the bottom line of their faculties, improve faculty morale, retain faculties. Work life balance has been one of the major factors in influencing the organization’s efficiency.

Nirav Dave and Dharmesh Raval (2015), had reviewed the research already carried out by various researchers on the broad area of Job Satisfaction of the teachers of higher education institutes. The authors have reviewed books, research journals, organizational reports, theses, and

literature available on internet for this purpose. This article includes discussions on different perspectives regarding job satisfaction of teachers of higher education institutes. From the literature review it has been found that job satisfaction of faculty members is very critical aspect for all the higher educational institutes and it affects performance of employees and quality of education in all the higher education institutes.

Velmurugan (2016), has examined the growth of a nation lay in the hands of great leaders. Effective and efficient leaders are shaped only from the well functioning of educational institutions. Thus, effectual functioning of any educational institutions depends on professional commitment of teachers. Commitment of teachers depends upon their job satisfaction. Hence, in this article an attempt has been made to identify the factors that increase job satisfaction of teachers.

Senthilkumar and Kannappa (2016), has witnessed that higher education in India has recorded impressive growth since Independence. Hence India has to compete with global economy where we need qualified faculties. Here the faculties have played a major role in our educational system. Job satisfaction of the faculty members plays a vital role among students' education. Job satisfaction differs from person to person. The factors determines job satisfaction vary according to gender, age, experience, and position.

Shakkeela and Senthilkumar (2017), has found that balanced teachers tend to feel more motivated and less stressed out at work, which thereby increases productivity and reduces the number of conflicts among coworkers and management. This study aimed to discuss the quality of work life balance among college teachers in Malappuram City, Kerala State. The sample of the study consists of 50 teachers working in college level at Malappuram city. The study reveals that most of the teachers are satisfied with their salary package and status

Adil Zahoor (2018), has argued that educational institutions fall within the domain of service industry. Consequently, service marketers have placed unprecedented attention on education sector to explore the marketing aspect of academic institutions. Furthermore, because of intensifying global competition and increasing cost of education, academic institutions are placing additional emphasis on student-related outcomes rather than merely concentrating on the skills and abilities of their graduates.

Sunita Patil and Joshi (2018), had discussed the concept of job satisfaction is not only limited to employee sector, but covers all the other sectors as well, where there is involvement of

employees and workers. Education is basically the influence which teachers exert on the students entrusted to their care. In order to perform his role of paramount and vital significance effectively, teachers should be well aware of professional demands and obligations placed on them by the profession. Nowadays, there is, however, a general feeling that teachers do not find satisfaction in their job.

Afshin Rezaee et.al (2019), has evaluated the qualitative data were also collected by administering interviews with 40 EFL teachers selected using stratified random sampling. Then, the data were analyzed through Pearson correlation, multiple regression analysis, and content analysis. Results revealed that there exists a significant positive correlation between the school organizational climate and the EFL teachers' job satisfaction.

Deepanjana Varshney (2019), has evaluated the environment of continuous change, learning organizations are well positioned to orient their employees to adapt quickly and effectively. India's manufacturing sector explores the relationship between employee perceptions of their firms as learning organizations and their level of job satisfaction, and examines the role of job involvement as a mediator in that relationship. The results show that employees who perceive their company as a vibrant learning organization exhibit greater job involvement and a higher level of job satisfaction.

Naveena and Geevarghese (2019), had found the factors influencing academicians to stay with their institutions. Researchers have brought out that the teachers' motivation depends upon many factors such as salary, students' feedback, promotion, job security, superior-subordinate relationship, peer group support, work environment and work-life balance. Institutions are contributing for the development and enhancement of manpower of the nation by producing skilled and intellectual human capital.

CAUSES OF JOB SATISFACTION

Every organisation tries to satisfy their employees by various aspects which is considered as significant part of the work performance. Job satisfaction is a perception based on the principle that the happiest worker is also the most productive worker and that to people happy in their work; their job doesn't feel as if it is work at all. Many variables make a difference in the levels of job satisfaction experienced by workers; some variables are found within the organization, some within the framework of the job itself, and others are inherent in each worker's character and personality.

Experience:

The experience an employee receives from various components of the work environment will influence his/her attitude towards them. Suppose a job is monotonous and not exciting, then the employee is likely to get dissatisfied with it. There are many organizations which invest a large sum in making it more interesting and challenging so that it actively engages the employees and their satisfaction level would be high.

Association:

Association plays a dominant role in job satisfaction, in the sense that if the current job of the employee is similar to the one he has done in the past, then he may derive satisfaction level of his previous job to the present one.

Social Learning:

In an organization, people work in groups and interact with them regularly, either formally or informally, which has a great impact on the level of their satisfaction. Employees whose job is similar communicate with one another and tend to develop the same feelings for job elements like the work itself, pay, working conditions, rules, supervisor, manager, etc. Suppose if someone says that *This job is tedious and unchallenging*, everyone in the group agrees to it and develop similar attitude.

Heredity:

A genetic predisposition is important in the context of job satisfaction as people. According to research, about 30 percent of the job satisfaction is based on the heredity components. Managers can measure job satisfaction of a worker by observing their behaviour, interviewing and distributing questionnaires, to get the information properly.

FACTORS OF JOB SATISFACTION

Job satisfaction is the psychological perception on the job and their position in the organisation which decide many factors. Job satisfaction relates to the total relationship between an individual and the employer for which he is paid. Satisfaction means the simple feeling of attainment of any goal or objective. Job dissatisfaction brings an absence of motivation at work.

Respect – According to the SHRM report, employees rate respectful treatment of all employees as the most important factor in job satisfaction.

Trust – Perhaps because of workplace uncertainty in the years following the Great Recession, employees indicated that trust between themselves and senior management was another highly important satisfaction factor.

Security – If you've ever had to go to work each day wondering whether your job is secure, you know it can cause a great deal of anxiety. Organizations can provide a sense of security through honest communication and transparency about the company's health and long-term viability.

Healthy Environment – Workplaces that are free from stress, morale issues, harassment and discriminatory practices can create a positive and healthy environment for everyone.

Career Path – No one wants a dead-end job. Employees are more likely to excel when they can see an established upward path, with the opportunity to earn a higher wage and take on greater responsibilities.

Pay and Benefits – Good wages aren't the only reason employees find satisfaction in their jobs, but they typically rank high on the list. Competitive pay generally makes employees feel valued, and gives them less reason to look elsewhere for work.

CONCLUSION

Job satisfactions are determined by many factors such as psychological, physical and environmental factors. Employee satisfaction is of greatest importance for employees to stay on happy and also deliver their level best. Satisfied employees are the ones who are extremely loyal towards their organization and stick to it even in the worst scenario. The first benefit of employee satisfaction is that individuals hardly think of leaving their current jobs. Employee satisfaction is essential to ensure higher revenues for the organization. Satisfied employees tend to adjust more and handle pressure with ease as compared to frustrated ones. But dissatisfied employees committed lot of mistakes and lead to create lot problems in the organisation.

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