



## **EMPLOYEE PERCEPTIONS OF CO WORKER SUPPORT IN RELATION TO JOB SATISFACTION**

**Dr. R. SEMBIYEN,**

*Department of Psychology, Srimad Andavan Arts and Science College (Autonomous), Trichy.*

*kavinsimbu@yahoo.com*

### **ABSTRACT**

Co Worker support has received an increasing amount of attention recently due to the positive effects it can have in the workplace. It can increase job satisfaction and has been found to help reduce work stress. As both of these are possible antecedents of intention to quit, this study has investigated employee perceptions of perceived Co Worker support and its effect on job satisfaction, work stress and intention to quit. It was theorized that Co Worker support would have a positive relationship with job satisfaction and negative relationships with work stress and intention to quit. Participants has completed a questionnaire which included measures of Co Worker support, job satisfaction, work stress and intention to quit. The sample of the research consists of 132 industrial employees randomly selected in Chennai, Tamilnadu. The Tools used were (1). Co-Worker support scale developed by Ducharme and Martin (2000), Overall Job Satisfaction scale developed by Brayfield and Rothes' (1951). The result was found to have a significant relationship with Co Worker support and job satisfaction. These findings emphasize the need for organizations to be aware of the importance of Co Worker support.

## **INTRODUCTION**

Research within the area of Co Worker support and its beneficial effects in the workplace has become increasingly popular in the last two decades (Ducharme & Martin, 2000) and more recently the idea of researching different types of support, for example supervisor and co-worker support has received an increasing amount of attention (McCalister, Dolbier, Webster, Mallon & Steinhardt, 2006; Albar Marin & Garcia-Ramirez, 2005). One key reason for this is that each source of support can have different effects on other variables. For example, some researchers argue that co-worker support is more relevant to overall satisfaction with the job where as supervisor support relates to specific job satisfaction areas (Seers, McGee, Serey & Graen, 1983). Due to an increasing number of organizations relying more heavily on work teams to achieve organizational objectives the research on co-worker support is becoming progressively more important (Ducharme & Martin, 2000) thus the present research is timely.

The present research aimed to further the findings of the past research and expand on it using a retail environment. Of particular interest here was the relationship between perception of Co Worker support and its effect on job satisfaction, work stress and intention to quit. In this study that how was working on various human resource management issues, including training and was interested in how important supervisor and co-worker support was for job satisfaction and intention to quit. There was the potential that the results of this study could have an immediate application and could help to reduce high turnover of staff in the organizations that took part in the study. The present research aimed to provide insight into how co-worker support affects job satisfaction, work stress and intention to quit in a retail setting both directly and through a moderating relationship. This information will be particularly valuable to the two organizations involved in the study, as it will provide them with specific information on how their employees perceive their co-workers and how supportive the environment their organization provides is. Along with this, the present study will add to the existing knowledge around Co Worker support.

### **Significance of the Present Study**

Present research in an attempt to know the relationship between Co Worker support and job satisfaction. In this research has only begun to include more rigorous methods of empirical research focusing on identifying key factors and explaining the relationships between them. Theories need to be tested if they are to be refined, and the more central role

of statistical analysis of findings to aid understanding of Co Worker support and its relationship on job satisfaction. Hence the present research is an attempt to compare and assess Co Worker support and job satisfaction.

## Methodology

### Sample

The sample for this study comprises of 132 employees randomly selected from various industries in Chennai, Tamil Nadu.

### Tool Used

The research tools used in this study for data collection were:

- (1) Co-Worker support scale developed by Ducharme and Martin (2000) the scale consist of 10 item using a 5-point Likert scale, respondents were asked to indicate their level of agreement on a scale ranging from (1) strongly disagree to (5) strongly agree,
- (2) Overall Job Satisfaction scale developed by Brayfield and Rothes' (1951) the scale consists of 6 item. Using a 5-point likert scale ranging from 5 = strongly agree to 1 = strongly disagree.

### Data collection

The primary method of data collection was adopted in this study. The informants were contacted individually by the researchers. The confidentiality of the responses was assured by the investigators. The obtained responses were scored and statistically analyzed.

### Statistical analysis

The statistical package for social science (SPSS) was used to analyze the data. The Correlation statistical method was used to analysis the data.

## Result

**Table I : Showing the Mean, SD, and F-ratio for Co Worker and job satisfaction of the employees on the basis of Age.**

Variables	Age	N	Mean	S.D	F
Co Worker support	25 - 35	30	19.32	3.11	2.86*
	35 - 45	54	28.15	13.79	
	Above 45	16	32.27	12.05	
	Total	100	26.31	10.51	

<b>Job Satisfaction</b>	25 - 35	30	5.69	4.23	2.36*
	35 - 45	54	7.07	5.57	
	Above 45	16	8.89	6.043	
	Total	100	7.83	5.735	

From the analysis of results summarized in table I it is observed that the F-ratio (F=2.86, p< 0.05) for Age pertaining to their Co Worker is significant difference. The significant mean differences in Co Worker for Age group Above 45 (32.27) seem to have more Co Worker than their counterparts of 35 - 45 age group (28.15) and 25-35 age group (19.32) indicates that Co Worker was more among those age group Above 45 than those 35 - 45 age group and 25 - 35 age group. Same table II also indicates the (F=2.36, p< 0.05) of Job satisfaction was significantly influenced by the Age. The significant mean differences in job satisfaction for Age group Above 45 (8.89) seem to have more job satisfaction than their counterparts of 35 - 45 age group (7.07) and 25-35 age group (5.69) indicates that job satisfaction was more among those age group Above 45 than those 35 - 45 age group and 25-35 age group.

**Table II : Showing the Mean, SD, and F-ratio for Co Worker and job satisfaction of the employees on the basis of Gender.**

<b>Variables</b>	<b>Gender</b>	<b>N</b>	<b>Mean</b>	<b>S.D</b>	<b>t</b>
<b>Co Worker</b>	Male	90	35.29	26.53	2.68
	Female	10	26.00	6.46	
<b>Job Satisfaction</b>	Male	90	10.32	6.51	3.41*
	Female	10	5.20	4.21	

From the analysis of results summarized in table II it is observed that the (t=2.68, p>0.05) for Gender pertaining to their Co Worker is significant difference. The significant mean differences in Co Worker in Male (35.29) and Female (26.00) indicates that Co Worker was more among Male employees than Female employees. And table II also indicates the

( $t=3.41$ ,  $p < 0.05$ ) of Job Satisfaction was significantly influenced by the Gender. The significant mean differences in job Satisfaction for Male (10.32) and Female (5.20) indicates that job satisfaction was more among male than Female employees.

**Table III. Showing the Inter-correlation between Co Worker support and job satisfaction.**

Variables	r
Co-Worker Support	0.25*
Job Satisfaction	

Note: \* Correlation is significant at the 0.05 level (2 tailed).

In this study the correlation co-efficient were worked out in order to understand the relationship of Co-worker support and job satisfaction. It is evident that Co-worker is positively and significantly correlated with job satisfaction ( $r=0.25$ ,  $p>0.05$ ).

## DISCUSSION

The finding of the present study have expanded the results substantiated the psychometric properties of the measure of Co-Worker support and job satisfaction. The data indicated that Co-Worker support is directly influenced and has significant difference on job satisfaction. The study also reveals that there is significant difference in the Co-Worker support and job satisfaction. In the research it is also found that a high positive correlation exists between Co-Worker support and job satisfaction. The result is congruent with the earlier studies also reveled same result. Kopp, Lauren, R. (2013) they also found the Co-Worker support was significantly influence on job satisfaction.

## Future Research Directions

The study is limited to Chennai (Tamilnadu). The findings of the study cannot be extended to other areas of Tamilnadu. The findings of the study cannot be extended to other areas of Tamilnadu. And if this result is given, the company can maintain good workers with high level of Co-Worker support and job satisfaction. This will in turn lead to effectiveness and efficiency in their work which leads to increased productivity.

## REFERENCE

- [1].Agho, A. O., Meuller, C. W., & Price, J. L. (1993). Determinants of Employee Job Satisfaction: An Empirical Test of a Causal Model. *Human Relations*, 46(8),1007-1028.
- [2].Albar-Marin, M. J., & Garcia-Ramirez, M. (2005). Social Support and Emotional Exhaustion among Hospital Nursing Staff. *The European Journal of Psychiatry*, 19(2).
- [3].Ducharme, L. J., & Martin, J. K. (2000) Unrewarding Work, Co-worker Support and Job Satisfaction: A Test of the Buffering Hypothesis. *Work and Occupations*, 27(2), 223-243.
- [4].McCalister, K. T., Dolbier, C. L., Webster, J. A., Mallon, M. W., & Steinhardt, M. A. (2006).Hardiness and Support at Work as Predictors of Work Stress and Job Satisfaction. *American Journal of Health Promotion*, 20, 183-191.
- [5].Seers, A., McGee, G. W., Serey, T. T., & Graen, G. B. (1983). The Interaction of Job Stress and Social Support: A Strong Inference Investigation. *Academy of Management Journal*, 26, 273-284.