



A STUDY ON JOB SATISFACTION AMONG RPF PERSONNEL

M.ARULSUBILA ,

*Asst.Prof.Department of Psychology, Srimad Andavan Arts And Science College (Autonomous), Trichy-5
marulsubila@yahoo.co.in*

JOB SATISFACTION

Job satisfaction describes how content an individual is with his or her job. It is the favourableness or un-favourableness with which employees view their work. It expresses the amount of agreement between one's expectations of the job and the rewards the job provides. The term "Job satisfaction" refers to a person's general attitude towards his job. Locke (1976) defined job satisfaction as the "pleasurable emotional state, resulting from the appraisal of one's job as achieving or facilitating the achievement of one's job values. Job satisfaction is the amount of overall positive affect (or feelings) that individuals have towards their job. Feldman and Arnold (1983).

NEED OF THE STUDY

Job satisfaction can be important indicator of how employees feel about their jobs and predictor of work behaviour. One common research finding is that job satisfaction is correlated with life satisfaction. This correlation is reciprocal, that is people who are satisfied with life tend to be satisfied with job and vice versa. An important finding for organizations is that job satisfaction has a tenuous correlation to productivity on the job.

The Harvard Professional Group (1998) sees job satisfaction as the keying radiant that leads to recognition, income, promotion and achievement of other goals that lead to general feeling of fulfilment.

Tangible ways in which job satisfaction benefits the organization include reduction in complaints and grievances, absenteeism turnover and termination as well as improved punctuality and worker morale. So organizations that aspire to create a work environment that enhances job satisfaction need to bear in mind the various factors that affect job satisfaction and improve management style and nature of work.

REVIEW OF LITERATURE

STUDIES OF JOB PERFORMANCE IN RELATION TO JOB SATISFACTION

George and Brief (1996) and Isen and Baron (1991) both found that employees attitudes are reflected in their job performance. Then there is a relationship between employee's job satisfaction and job performance, as satisfaction is an attitude about their job.

Ngugen et. al., (2003) investigated the determinants of job satisfaction using data from the National Educational Longitudinal study. The determinants of interest include actual pay, hours of work, job autonomy and several personal characteristics. They also investigated the determinants of satisfaction with pay conditional on a worker's satisfaction and other domains of job satisfaction such as satisfaction with job security. They found that relative pay was statistically significant but that was effect on satisfaction when pay was relatively small. Job autonomy had a powerful influence on satisfaction with pay.

Izhar et.al., (2007) studied about women principals conceptions of job satisfaction and dissatisfaction; an alternative view. The purpose of the current study was to unearth subjective interpretations of women principals concerning job satisfaction and dissatisfaction in their career. Based on 15 women principal's accounts, job satisfaction is constituted in a negative sense, even as endangering to the principal's career success, while job dissatisfaction is perceived to be vital for effective principals. The latter is connected to high task accomplishment, innovativeness and critical reflection, Empirical suggestion for further research are provided.

OBJECTIVES OF THE STUDY

In view of the above facts the following specific objectives have been laid down for the present study:

1. To study the level of job satisfaction among RPF personnel.

2. To find the relationship between job satisfaction and years of experience.

HYPOTHESES

1. There will be a significant difference in the level of job satisfaction among RPF personnel aged 20-40 and 41-60 years.
2. There will be a significant relationship between job satisfaction and years of experience among RPF personnel aged 20-40 and 41-60 years.

METHODOLOGY

Research Design

The research design used for this study was descriptive statistical study. It is one of the quantitative or conclusive research methods.

Selection criteria of sample

The following inclusion and exclusion criteria were adopted for selection of the sample:-

Inclusion Criteria

Good health status

Job experience (below 5 yrs to above 26 yrs)

Education level of schooling to post graduate

Age group from 20 to 60 yrs

Exclusion Criteria

Employed in clerical category

Employed as class IV staff (cleaners, sweepers, office assistant)

Sampling Technique

The study was conducted to find out the effect of individual interest and job satisfaction on job performance of RPF personnel from Inspectors to constables with an education of schooling, under-graduate and post-graduate. They were also selected on the basis of years of service. The population of the study was taken from the railway Protection Force, Tiruchchirappalli division. The population was taken from the headquarters and Open line. Headquarter includes population within Trichy limits and the Open line population includes population from Pondicherry, Villupuram, Vridhachalam, Tanjore, Kumbakonam, Myladuthurai, Cuddalore etc.,

Sample Size

The population of the study was taken from the Railway Protection Force, Tiruchchirappalli division. The total samples of 50 respondents were randomly selected. They were stratified into groups based on their age 20 to 40 yrs consisting of 29 respondent and 41 to 60 years consisting of 21 respondents in respective category. .

Variables used for the present study

Independent variables- years of experience, age group (20-40) & (41-60)

Dependent variable- Job Satisfaction

Operational Definition of the variables

Job satisfaction- It is how content an individual is with his or her job.

Tools used for the study

Personal data sheet

This personal data sheet gives information about the demographic details like age, education, socio- economic status and years of experience.

JOB SATISFACTION SCALE

The job satisfaction scale is developed by BUBEY, B.L.UPPAL & VERMA. It consists of 25 statements. It is measure on a 5 point scale ranging from 0 to 4. The subjects can evaluate each statement on the basis of their judgment on the following 5 point scale- Strongly agree, Agree, Undecided, Disagree, Strongly disagree.

Reliability and validity

It has reliability score of 0.64(test-retest) and 0.72 (split-half reliability co-efficient).

SCORING

The items are scored on a 5 point scale from 0 to 4. Strongly agree -0, Agree-1, Undecided-2, Disagree-3, Strongly disagree-4. The scores can be summed up for all the 25 statements in order to arrive at a single total score for an individual. The scores can be interpreted based on the range-(0-33)- low satisfaction, (34-67)- moderate satisfaction, (68-100)- dissatisfaction.

Procedure for data collection

The Divisional Security Commissioner (DSC) of Railways, Trichy division was contacted and sought permission regarding data collection. The researcher explained the purpose

and importance of study. After obtaining permission from the DSC the data was collected from RPF personnel. The selected participants were briefed about the objective and purpose of the study. They were administered Job Satisfaction scale and Performance Appraisal scale. **Statistical Analysis**

The data collected was subjected to analysis using SPSS.

RESULT AND DISCUSSION

Table –I Shows cross tab count of job satisfaction with age.

		AGE		Total
		20-40	41-60	
Job satisfaction Level	Dissatisfied	2	0	2
	Low satisfaction	11	12	23
	Moderately Satisfied	16	9	25
	Total	29	21	50

Table-II shows chi-square values of job satisfaction with age

	Value	Df	Asymp.Sig(2sided)
Pearson chi-square	2.795	2	.247

Table-III represents cross tab of levels of job satisfaction with years of experience.

		EXPERIENCE				Total
		5 years and below	6-15	16-25	26 years and above	
Job Satisfaction Level	Dissatisfied	0	2	0	0	2
	Low satisfaction	4	4	8	7	23
	Moderately satisfied	4	13	3	5	25
Total		8	19	11	12	50

Table-IV shows chi-square values of job satisfaction with years of experience

	Value	Df	Asymp.Sig(2 sided)
Pearson chi-square	10.559	6	.103

DISCUSSION

Men work for various reasons, vast majority of people work for money, livelihood and maintenance of family. Job satisfaction is the favorableness or un favorableness with which employees view their work. It is the amount of agreement between one's expectations of the job and the rewards that the job provides. The present study on "Job satisfaction among RPF personnel" tried to investigate the influence of age from 20 – 60 with the levels of job satisfaction.

From table-1 it can be inferred that in the age group of 20-40 the higher number of respondents were moderately satisfied with their job. From the age group of 41-60, the

higher number of respondents had a low level of job satisfaction. In table-2 it can be inferred that the level of job satisfaction is equal in both age groups, thus rejecting the research hypotheses that there exists a difference in level of job satisfaction between the age groups 20-40 and 41-60. This finding is supported by the study that relationship between age and job satisfaction is culturally dependent. (Marek Franek, 2008).

From table-3 it can be concluded that majority of respondents were moderately satisfied with their job who had 6-15 yrs of experience. It can be assumed that with experience of more than 6 yrs the respondents were better adjusted to work environment, nature of work and the various benefits received which surpassed the negative aspect of their job. In table-4 the chi square value does not support the research hypotheses. It can be inferred from this that years of experience does not influence job satisfaction. Similar finding is seen in the study “The moderating effects age and tenure on the relationship between organizational identification and job satisfaction” (Zeynep Oktug, 2013).

CONCLUSION

The present study was undertaken to investigate the influence of age (20-40 and 41-60) and years of experience on job satisfaction. The results indicated that the level of job satisfaction was equal in both age groups (20-40 and 41-60) of RPF personnel. The results further revealed that years of experience did not influence the level of job satisfaction among RPF personnel. Thus the results rejected the research hypotheses and supported the null hypotheses.

LIMITATION

- The sample was assessed based on only job satisfaction.
- The data was collected from a small sample of only 50.
- Job performance was not measured.

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