

Socio-Demographic Profile and Job Satisfaction Dimensions: An Interactional Analysis

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ABSTRACT

Job satisfaction is a general attitude, which is a result of many attitudes in three areas, namely, specific job factors, individual characteristics, and group relationship outside the job. Robbins asserts that the biographical traits have an impact on work performance as well. Age, gender, marital status, the number of dependents, and tenure are a few of these. According to a traditional definition, job satisfaction is a pleasant or positive emotional state brought on by an evaluation of one's job or work experience (Locke, 1976). Both internal and extrinsic satisfactions are used to measure work satisfaction (e.g., Ryan & Deci, 2000). His study's goal was to determine the relative effects of various psychological, economical, and contextual variables on several dimensions of job satisfaction in organizations serving the public interest. The research method used was quantitative. A questionnaire for a self-administered survey was used to gather the data. Prior to the survey, the questionnaire was created and validated. Workers in a public sector organization make up the target population. The 320 employees' data are collected via simple random sampling. In addition to encouraging employees to give more to their jobs, this paper may also aid in their personal development. In order to accomplish the business's goals and objectives, it is crucial for an organization to inspire its workforce to work hard.

Keywords: Job Satisfaction Dimensions, Organizational-Factors, Work-environmental factors, Work-itself Factors, Personal Factors.

I. INTRODUCTION

An attitude that encompasses various attitudes in three job-related areas—specific job

factors, personal traits, and group relationships outside of the workplace—is satisfaction. Robbins asserts that the biographical traits have an impact on work performance as well. Age, gender, marital status, the number of dependents, and tenure are a few of these. In addition to these, learning, ability, and personality also have an impact on job performance. An individual's general attitude toward their job is referred to as job satisfaction. Positive attitudes are held by those who have high levels of job satisfaction, whereas negative attitudes are held by those who have low levels of job satisfaction. Due to the environment's constant change, organizations nowadays face numerous difficulties. One of the many difficulties a company faces is keeping its employees happy in order to succeed and stay competitive in an industry that is always changing and evolving. The company must meet the needs of its employees by providing comfortable working circumstances in order to promote efficiency, effectiveness, productivity, and job dedication. This paper's goal is to examine how organizational status and socioeconomic factors affect factors that are associated to employment. The research method used was quantitative. A questionnaire for a self-administered survey was used to gather the data. Prior to the survey, the questionnaire was created and validated. A public sector organization's personnel make up the target population. The 320 employees' data are collected via simple random sampling. The report ends with a few brief recommendations for how organizations might better understand the value of a positive work environment and increase employee job satisfaction. In addition to encouraging employees to give more to their jobs, this paper may also aid in their personal development. In order to

accomplish the business's goals and objectives, it is crucial for an organization to inspire its workforce to work hard.

Studies of organizational behavior have given job satisfaction special attention, scrutinizing it as a predicate of improved leadership skills and human resource management. In general, Western nations have established concepts and measurement methods. As a result, Western Europe and the United States have given job happiness a lot of thought. Empirical research, such as those by Lukaova, Frankova, and Surynek (2006), show that these studies, however, cannot be directly applied to the examination of organizational behavior in the Czech Republic.

II. REVIEW OF THE LITERATURE

According to a traditional definition, job satisfaction is a pleasant or positive emotional state brought on by an evaluation of one's job or work experience (Locke, 1976). Both internal and extrinsic satisfactions are used to measure work satisfaction (e.g., Ryan & Deci, 2000). Extrinsic satisfaction is typically made up of pay, extra benefits, and relationships with coworkers, and working circumstances, whereas intrinsic fulfillment typically consists of accomplishment, responsibility, acknowledgment, and dependency. Job performance is affected by job satisfaction (e.g., Judge et al., 2001). Job satisfaction is regarded as a factor in absenteeism and turnover, as well as the expenditures involved (e.g., Mobley, 1982; Staw, 1984). Additionally, according to Droblin, Beham, and Präg (2010) and Judge & Watanabe (1993), job satisfaction is linked to overall life satisfaction. The degree of job satisfaction is influenced by numerous things. The literature frequently makes a distinction between the situational and individual elements of job happiness (e.g., Spector, 1997). Personal characteristics indicate an individual's personal (e.g., age, gender, education) and dispositional (e.g., personality traits) attributes, whereas situational characteristics represent job characteristics (organizational, work-related factors). One employee trait that is frequently believed to affect job happiness is age. After reviewing more than 185 researches, Rhodes (1983) did a meta-analysis and came to the conclusion that job satisfaction is positively and linearly correlated with age. Employees above the age of 50 are happier at their work than employees under the age of 50. Later on, it was noticed by

Clark, Oswald, and Warr (1996) that many older persons had been successful in transitioning into professions with traits that Frank et al. (1996) deemed more desirable. As they age, their mental structures alter, and they have more realistic expectations for their professions. Intriguingly, varying rates of labor-force involvement may account for some of the discrepancies between age groups; typically, almost 90% of young individuals are economically active, while the employment rate among elderly people is lower (Clark et al., 1996). In a study that included 5,000 UK employees in the 1990s, Clark et al. (1996) offered fresh insight into this link. Their research offers compelling support for a U-shaped link between job happiness and age, which indicates that younger and older workers are more content with their jobs than middle-aged workers. Particularly, total job satisfaction declines until the age of 36 and then rises beyond that. Later studies by Gazioglu and Tansel (2006) on a sample of more than 28,000 British employees corroborated this finding. In a Western European subsample, Fargher et al. (2008) replicated the U-shaped distribution of job satisfaction as a function of age using data from European countries (Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, The Netherlands, Sweden, and the United Kingdom) collected in 1999-2000. However, the U-shaped trend was discernible but not statistically significant in a CEE subsample (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, and Slovenia). In contrast, Eskildsen, Kristensen, and Westlund (2003) found that job satisfaction rises linearly with age in a study done in the Nordic nations (Denmark, Finland, Norway, and Sweden). It's interesting to note that workers over 40 tend to be less content with their jobs, according to a 1989 American study by Luthans and Thomas. This could be explained by processes of resignation as well as pressure from contemporary technologies, excessive job overload, and the growing emphasis on production. The labor markets of the aforementioned Western nations are different from those in the Czech Republic. There are, sadly, no studies that explore the connections between job satisfaction and age in the Czech Republic and other CEE transitional economies starting in the early 1990s. As previously said, major demands were placed on middle-aged and older generations of employees as a result of the extremely quick political, social, and economic changes. Rapid technological

change, globalization trends, privatization, and push for higher-quality goods and increased work productivity were characteristics of organization's transition processes. Additionally, elder workers experienced age discrimination during that time. The middle and elder generations felt intimidated and worried by all of these events. Our earlier study from 2007 (Frank & Veea, 2008) revealed that job satisfaction at that time period marginally significantly reduced with advancing age ($r = .17$). However, we anticipate that later, somewhere in the 2010s, those who had just joined the middle and elder generations would have become better accustomed to the changes brought on by the generational transition. Another factor that is frequently shown to affect disparities in work satisfaction levels is education. However, there is conflicting evidence linking education with work happiness. Studies from the 1970s claimed that education and work satisfaction were positively correlated (e.g., Weaver, 1980). However, Brush, Moch, and Pooyan (1987) discovered that the connection between job satisfaction and education does not differ significantly from zero because patterns of relationships differ by organizational type. Their meta-analysis included 21 research and more than 10,000 employees. According to research done in the UK starting in 1990, work satisfaction declines as education levels rise, according to Clark et al. (1996). The justification is that discontent results from education when there are no extrinsic rewards (such as money, prestige, or autonomy). The following study by Clark and Oswald (1996) offered evidence in favour of this hypothesis: Initial results of their analysis indicated that education has a favorable impact on job satisfaction. When the effect of income was reduced, though, this beneficial effect vanished. In data for 1999–2000 from CEE countries, Lange (2009) did not discover any statistically significant relationships between education and job satisfaction. In the Czech Republic, a study by Frank and Veea (2008) discovered a very slender positive correlation between education and work happiness. Only among those with a "skilled worker" level of education and those who have completed secondary school or are employed but enrolled in university-level coursework were significant disparities seen (distance learning). Numerous research have looked into how reported levels of job satisfaction vary by gender. Their findings are similarly inconclusive in certain ways when it comes to the relationships between education

and work happiness. According to several researchers, women are happier than men (Clark, 1997; Murray & Atkinson, 1981; Wharton, Rotolo, & Bird, 2000). Others claim that men are more content than women (Forgionne & Peeters, 1982; Weaver, 1974). Numerous investigations have found no discernible differences between the sexes (Brief, Rose, & Aldag, 1977; Eskildsen et al., 2003; Weaver, 1978). On the other hand, there is proof of gender bias in CEE nations. Male and female employees differ significantly, and it appears that some of those variations are a result of the Communist gender order's lingering influence (Lange, 2008; Pook, Füstös, & Marian, 2003). Male employees have higher levels of job satisfaction as a result of these factors.

In light of the material mentioned above, we anticipate:

Ho₁ The Socio-Demographic and organizational status variables would have no relationship with Job Satisfaction Dimensions.

RESEARCH OBJECTIVE

- To Study the Socio-Demographic and organizational status variables impact on the Job Satisfaction Dimensions.

III. RESEARCH METHODOLOGIES & MEASUREMENTS

Design of the Questionnaire

Job Information Questionnaire

Part I: JSI, or job satisfaction index: Following the pilot survey, a 21-facet Job Satisfaction Inventory was used, grouping the four Job Satisfaction dimensions into four categories: organizational factors (6 facets), work-environment (4 facets), work-itself (6 facets), and personal component (5 facets).

Procedure & Instruction for Questionnaire Administration Procedure:

Initially, board executives' approval was requested. 400 respondents each received a personal distribution of 400 questionnaires, which were bound together in order of personal data sheet. With 370 replies, the questionnaires with all the answers were sorted. Finally, 360 questionnaires with entirely complete responses were used for further analysis.

Scoring Procedure followed for Instruments

Personal Data Sheet

Gender: Male-2, Female-1, Age: Actual Years, Educational Qualification: Upto-Matriculate-1,

Diploma holder-2, Graduate-3, post graduates and others-4, Salary Income: Actual Salary in rupees, Background: Rural-2, Unban-1, Experience at Job: Actual Completed years at Job, Marital-Status: Married 1, Un-married-2, Occupational Status: Officer-2, Non-officer-1, Professional Training holders: Yes-2, No-1, Type of family: Nuclear-1, Joint-2, Family size: Actual Members, Earners Size in family: Actual Earners, Dependents size in family: Actual members, Spiritual Belief: Yes-2, No-1., Sufficiency of time to fulfill spiritual needs: Yes-2, No-1. , Meditation Practices: Never-1, Rarely-2, Very often-3, Daily-4.

Job Information Questionnaire

On a five point Likert scale, the responses to the Job Satisfaction Inventory were categorized as follows: "very satisfied" (5), "moderately satisfied"

(4), "neither satisfied nor unsatisfied" (3), "Dissatisfied" (2), and "Highly dissatisfied" (1), with weighted statistics in parenthesis. In this way, the Job Satisfaction Index scores for the low, medium, and high levels were added up. The possible scores are between 21 and 105.

Validity & Reliability Assessment of the Tools used.

Content item and construct validity have been tested before administration of the tool. Expert opinions, peer researchers comments and a sufficient pilot testing were applied. Construct Validity of Job Satisfaction (0.82 to 0.84) The construct validity supports the item to total correlation validity.

Reliability Estimate of the Instruments

**Table -1
 CONSTRUCT VALIDITY FOR JOB SATISFACTION INVENTORY**

(N = 360)

Variables	No. of Items	Mean Score(\bar{X})	S.D. (σ)	r-value (r)	P- value (Significant)
Overall Job Satisfaction	21	81.95	11.11	-	
Organizational-Factors	6	22.62	3.77	0.843	<0.01
Work-environmental factors	4	15.45	2.63	0.863	<0.01
Work-itself Factors	6	24.29	3.49	0.881	<0.01
Personal Factors	5	18.60	3.14	0.820	<0.01

**Table- 2
 SOCIO- ECONOMIC PROFILE OF RESPONDENTS IN BBMB**

S.No	Variables	Variables Classification	N	%	Cf
1	Gender	Male	255	70.8	255
		Female	105	29.2	360
2	Age	Young	72	20	72
		Middle	131	36.4	203
		Old	157	43.6	360
3	Educational Qualification	Under Graduate	110	30.6	110
		Diploma Holder	61	16.9	171
		Graduate	125	34.7	296
		Post Graduate And Other	64	17.79	360
4	Salary Income	Low Paid (<Rs 14499)	89	24.72	89
		Medium Paid (Rs 15000 to 29,000)	210	58.33	299
		Highly Paid (> 30,000)	61	16.94	360
5	Residential Background	Rural	219	60.83	269.83
		Urban	141	39.16	360

6	Experience	Low Experience (upto 10 years)	91	25.27	91
		Medium Experience (11 to 20 years)	126	35	217
		Highly Experience 21 and above	143	39.72	360
7	Marital Status	Married	304	84	304
		Unmarried	56	15.56	360
8	Occupational Status	Officer	60	16.67	60
		Non-Officer	300	83.33	360
9	Professional Training	Yes	245	68.05	245
		No	115	31.94	360
10	Type of family	Nuclear	207	57.5	207
		Joint	153	42.5	360
11	Family Size	Small Family (upto 4 members)	221	61.38	221
		Medium Family (5 members)	92	25.55	313
		Large Family (6 and above)	47	13.05	360
12	No. Of Household Earners	Single earner	188	52.22	188
		More than One earner	172	47.77	360
13	Dependents size in family	No Dependent	32	8.88	32
		Upto 3 Dependents	259	71.94	291
		More than 3 Dependents	69	19.16	360
14	Spiritual Belief	Yes	314	87.22	314
		No	46	12.77	360
15	Sufficient time to spiritual needs	Yes	252	70	252
		No	108	30	360
16	Meditation practices	Never	50	13.88	50
		Rarely	114	31.66	164
		Very Often	77	21.38	241
		Daily	119	33.05	360

Note: Data Collected through questionnaire

RESEARCH FINDINGS

An Inter-Correlational Study of Socio-Economic Variables with Job Satisfaction Dimensions

Table 3 presents descriptive statistics, inter-correlations and the reliability indices of the Job

Satisfaction dimensions. Job Satisfaction scale was divided into four dimensions viz., organizational factors dimension

Table-3
INTER-CORRELATION MATRIX BETWEEN SOCIO-ECONOMIC VARIABLES WITH JOB SATISFACTION DIMENSIONS (N = 360)

JOB SATISFACTION DIMENSION SEOS VARIABLES	Organizational Factors Dimensions	Work - Environmental Factors Dimensions	Works- Itself factors Dimensions	Personal –factors Dimensions
Gender	0.092	0.180**	0.137**	0.145**

Age	0.076	0.105*	0.064	0.140**
Education	0.071	0.050	-0.008	0.003
Income	0.192**	0.121*	-0.087	0.143**
Background	0.091	0.056	0.115*	0.008
Experience	0.107*	0.134*	0.094	0.146**
Marital Status	-0.077	-0.065	0.067	-0.136**
Organizational Status	0.219**	0.169**	0.155**	0.135*
Training	0.104*	0.131*	0.107*	0.040
Family Members	0.170**	-0.172**	-0.138**	-0.066
Earners in family	-0.051	-0.159	-0.080	-0.047
Dependents in the family	-0.041	0.025	-0.004	0.025
Spiritual Belief	0.041	0.022	0.061	0.108*
Time for spiritual needs	0.189**	0.172**	0.163**	0.133*
Meditation Practices	0.140**	0.099	0.144**	0.136**
Items	6	4	6	5
Means(\bar{x})	22.62	15.45	24.29	18.60
S.D(σ)	3.77	2.63	3.49	3.14
Cronbach's Alpha (α)	(0.74)	(0.75)	(0.77)	(0.76)

Source: Data collected through questionnaire.

SEOS = Socio-economic and organizational status variables

* = Significant at 0.05

** = Significant at 0.01

(6 items), work-environment factors (4 items), work-itself dimension (6 items) and personal dimensions (5 items). The inter-correlation between the socio-economic (15) variables and the organizational factors dimension are in the range of -0.077 to 0.219 for marital status and occupational status respectively. Some of the socio-economic variables have negative inter-correlation. The reason behind this is the scoring procedure adopted for variables studies. The positive significant inter correlation was found with the income level ($r = 0.192, P < 0.01$), experience at Job ($r = 0.107, P < 0.05$), occupational status of employees ($r = 0.219, P < 0.01$), training ($r = 0.104, P < 0.05$), family members ($r = 0.170, P < 0.01$), sufficiency of time found to fulfill spiritual needs ($r = 0.189, P < 0.01$) and with the meditation tendencies ($r = 0.140, P < 0.01$). The significant positive correlation reveals that as the above socio-economic variable have changes to any direction the organization factor dimension do changes towards the same direction. None of the any socio-economic variables have significant negative correlation with organizational factor dimension. Thus, it is revealed from the above analysis the organizational factor viz., organizational policies, salaries administration,

promotions advancement, fringe benefits, job safety & security and work recognition factors have positive significant correlation with the increasing income, experience, occupational status, training, family size, sufficiency of time to spiritual needs and the meditation practices.

The work environment factor dimension has significant positive correlation with the socio-economic variables: gender ($r = 0.180, P < 0.01$), age ($r = 0.105, P < 0.05$), Income ($r = 0.121, P < 0.05$) experience ($r = 0.134, P < 0.05$), occupational status ($r = 0.169, P < 0.01$), training ($r = 0.131, P < 0.01$) and with the sufficiency of time found to fulfill spiritual needs. ($r = 0.172, P < 0.01$). The significant positive correlation of work-environment factors dimension indicates that as the work environment factors dimension score increase, the above factors show an upward trend or vice versa. The family members count ($r = -0.172, P < 0.01$) and the earners numbers in family ($r = -0.159, P < 0.05$) has negative significant correlation with work-environment factors. The findings thus suggest that as the selected variable of family members and earners in family

size have increased the work environment factors dimension of Job Satisfaction shows reverse trend.

The work-itself factors dimension has positive significant correlation with gender ($r = 0.137, P < 0.01$), background ($r = 0.15, P < 0.05$), occupational status ($r = 0.155, P < 0.01$), training ($r = 0.107, P < 0.05$) sufficient time found to fulfill spiritual needs ($r = 0.163, P < 0.01$), and with the meditation tendencies ($r = 0.144, P < 0.01$). The significant positive correlation with above socio-economic variables reveals that as the above socio-economic variable tends to increase the dimension of work-itself factor shows positive perceptions in the organization. The only significant negative correlation of work itself dimension was found with family members ($r = -0.138, P < 0.01$). This suggests that with the increase in family members the dimension of work-itself factors reveals lower perception to work-environment factor dimension or vice-versa. Hence, it is viewed that the duration of work, present work satisfaction, autonomy at Job, responsibility at Job and the social prestige of Job factors have tends to decrease with the family size increase in this organization.

The personal-factor dimension of Job Satisfaction shows significant positive correlation with the socio-economic variables, gender ($r = 0.145, P < 0.01$), age ($r = 0.140, P < 0.01$), Income ($r = 0.143, P < 0.01$), experience ($r = 0.146, P < 0.01$), occupational status ($r = 0.135, P < 0.05$), spiritual belief ($r = 0.108, P < 0.05$), sufficient time found to fulfill spiritual needs ($r = 0.133, P < 0.05$) and the meditation tendencies ($r = 0.136, P < 0.01$). This indicates that the personal factor dimension of Job Satisfaction has upward trend with the increasing trend of above selected socio-economic variables or vice-versa viz., gender, income, experience, occupational status, spiritual belief, sufficiency of time to spiritual needs and the meditation tendencies.

The significant negative correlation was found only between personal factor dimension of Job Satisfaction and the Marital Status variables SEOS, ($r = -0.136, P < 0.01$). This signifies that the unmarried respondents do not have no direct positive relation with personal-factor dimension or its vice-versa.

Practical Implications and Conclusions

Following conclusions have been drawn from the above analysis: Organizational factor have been found positively correlated with the income, experience, higher, occupational status, family size, time to fulfill spiritual needs and meditation practices. It interprets that the organizational factor have positive or negative trend with the same directional upward and downwards of the above selected socio-economic variables.

Work-environment dimensions have shown positive correlation with the following socio-economic factors i) gender, 2) Age, 3) Income, 4) Experience, 5) occupational status, 6) training, 7) and with the time found to fulfill spiritual needs. Thus, it revealed that the work-environmental factor tends to positive direction change with the mentioned socio-personal variables.

Work-itself factors has shown significant positive correlation with the gender, background occupational status, training, time found to fulfill spiritual needs and the meditation practices tendency. Above correlation supports that the work itself factor dimension tends to be favorable perception with the positive changes in the said variable and vice versa.

Personal factor have been noted positive changes towards the gender, age, income, experience, occupational status, spiritual belief, time found to fulfill spiritual needs and frequency of meditation practices.

The negative significant correlation among Job Satisfaction dimensions and socio-economic variable as follows: 1) work environment factor dimension and family size, (2) work itself factor dimension and family size of respondents 3) personal factor dimension and marital status factor. The negative significant correlation depicts that as the dimension is favorably perceived and the above socio-economic variable have found the low score (Negative Codes) and vice-versa.

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