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“ Measurement of Job Satisfaction Level Among Teachers in NCR Colleges ”

Anamika Sharma

Research Scholar,
Shri Venkateshwara University,
Gajraula, Amroha, (U.P.)

Dr. Susheel Kumar

Research Supervisor,
Shri Venkateshwara University,
Gajraula, Amroha, (U.P.)

Abstract:

The major aim of this study is to find the job satisfaction level of teachers in NCR Colleges. Important factors that have an impact on job satisfaction level are pay, job security, relationship with co-workers and relationship with supervisor. A sample of 84 teachers is selected by simple random sampling technique. Data is collected from four colleges both public and private in NCR region. Simple percentages indicated that teachers of these four colleges are more satisfied with relationship with co-workers and supervisor than pay and job security.

INTRODUCTION:

The foundation of any society depends upon its students. They are the valuable and essential part of a society. Students play extremely important role in the development and well-being of any society as they will take the responsibility of the success of the society in coming days. In achieving this goal, Teachers play a major role. Teachers are source of guidance and motivation at many important steps in academic life as well as professional life. Teachers will perform their duties with more commitment, concentration and competence when they are pleased with job. When teachers are dissatisfied with their job, it will directly affect students.

Education is extremely important component in the life of all human beings. It is the education which makes difference between good and bad humans. According to the Noordin and Jusoff^[1] societal expectations depends upon the successful running of the educational system. Academic staff plays a vital role in the success of an educational system. Job satisfaction, retention and commitment to the organization are very necessary for the success and development of any educational institution.

Clearly the higher academic faculty pleased with their job the healthier and positive climate will be of an institute. Positive climate of an academic institute results in higher job satisfaction which in turn increases the overall performance and productivity of the institution. Positive and healthy climate of an institution also puts a positive effect on the performance and interest of students of that particular institute.

So in the light of above arguments managers, human resource specialists, supervisor and workforce itself are involved in determining the methods that cause increase in job satisfaction. According to Santhapparaj and Alam Baloch job satisfaction has a significant relationship with the performance of the work force, overall productivity and profitability of the organization.

RESEARCH OBJECTIVES :

The main objectives of the research are:

1. To investigate the levels of job satisfaction of the academic staff in NCR region.
2. To determine the factors having impact on the levels of job satisfaction of the teachers.

Research Significance :

This study may be significant in providing college management a clear understanding of the attitudes and it can be a helpful in efforts regarding job satisfaction, selection policy and retention towards organization.

Research Gap :

This investigation should be conducted in other colleges as well as in universities of different areas to find out whether the data collected from the private education sector makes the scenario different. Second research gap is that the participation of female teachers in the present study is very low. Therefore, this study is unable to define clearly the job satisfaction level of female teachers. Future research should be conducted on this issue.

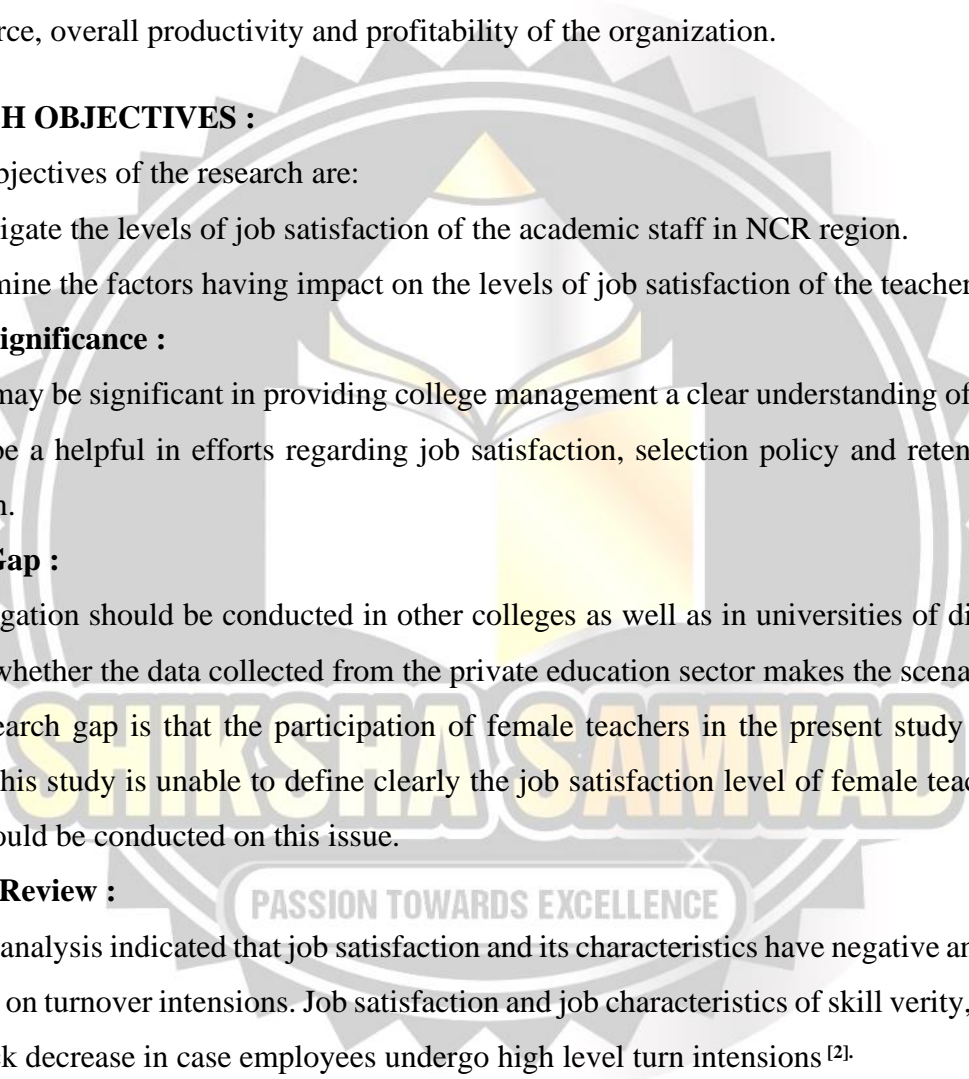
Literature Review :

Correlation analysis indicated that job satisfaction and its characteristics have negative and significant relationship on turnover intentions. Job satisfaction and job characteristics of skill variety, task identity and feedback decrease in case employees undergo high level turn intentions^[2].

Employee commitment to the organization, performance and motivation depend upon job satisfaction. Promotion opportunity has a positive impact on job satisfaction^[3].

Age, experience, salary and cadre bring variation in the level of job satisfaction. While hygiene factors such as job security, post retirement packages, suggestion system and grievance system cause high job satisfaction^[4].

Employees pleased with their job will be more committed to organizations and vice-versa. Age is also positively related to organizational commitment, means that older employees will be more committed to their organization as compare to the younger employees^[5].



Job satisfaction is directly related to the inner feelings of employees^[6]

Impact of job satisfaction and organizational commitment is influential on employee loyalty in manufacturing and service industry but the case is quite different in service industry where organizational commitment has no impact on employee loyalty but job satisfaction does^[7].

If teachers are not pleased with the environment of their work place, they still do not let this affect their dealing with the students^[8].

Experience and educational levels are responsible for the change in the level of job satisfaction^[9].

Job satisfaction is defined as “the measurement of one’s total feeling and attitudes towards one’s job.”

If teachers are not satisfied with the environment where they work they still do not let this affect their dealing with the students. Job satisfaction is directly related to the inner feelings of employees. Job satisfaction is directly related with employee commitment towards his organization, performance and motivation.

Globally research has been conducted on job satisfaction of academic staff in the literature review of the present study are Malaysia and India.

RESEARCH METHODOLOGY :

The nature of the current investigation is practical and factual. The target population of this study consists of 122 faculty members of four colleges both Private and Government in NCR region. Sample consists of 84 faculty members. Data has been collected by Simple random sampling technique.

The research has been conducted through Questionnaire. There are two parts of the questionnaire: Demographic characteristics and job descriptive index designed by Smith et al. The first part of the questionnaire is about the demographic characteristics. Data is collected about the gender, academic qualification, age, and marital status. The second portion of questionnaire is developed to measure their job satisfaction level by using the concept of job satisfaction index.

A likert scale having five points used to collect the data that ranges from very satisfied to very dissatisfied.

Variables

Following variables are included in this study:

Demographic Variables:

1. Gender
2. Education
3. Age
4. Marital status

Following factors have influence on job satisfaction level of Academic staff.

Salary-

Rewards, whether material or cash, play an important role in jobsatisfaction. Many researchers have found that there is a significant relationship between salary and job satisfaction. Increasing one thing must raise the other. Souza-Poza, distinguished that salary is a predictor of job satisfaction. According to Miller employees with higher salary show greater job satisfaction

Job security-

Job satisfaction and security has a clear relationship as indicated by Lacy and Sheehan. Employees are much pleased with their jobs with better security. Many researchers have found that employees with permanent jobs are more pleased with their jobs as compared to the employees on contract basis.

Promotion opportunities-

Baloch indicated a constructive relationship between job satisfaction and promotion criterion. According to many researchers if promotion criterion is fair and promotion opportunities are available to the employees, they are more prompted and eager to perform in an organization.

Relationship with coworkers-

Employees are more satisfied with their jobs if their relationship with coworkers is normal as described by Crossman and Abou-Zaki. Relationship with coworkers is a strong forecaster of job satisfaction as indicated by Lacy and Sheehan. The level of job satisfaction is high when the coworkers have a normal relationship with each other.

Relationship with Supervisors-

Employees having good relations with supervisor are much pleased with their jobs.

Data Analysis-

Respondents were contacted directly and Questionnaires were distributed by hand. Respondents were made sure that their information would remain secret and would not put negative impact on their carrier. 110 questionnaires have been distributed among academic staff of four colleges both public and private in NCR region in which 84 filled questionnaires have returned. Response rate was 69%. The analysis of this study shows that male respondents participated more than the female respondents. Respondents with age ranges from 26-30 are in greater number (53.6%) than the other age groups [39]. The number of unmarried respondents is greater than the married and it is 61.9% of the total sample size. 81% of total respondents have master degree while 19% respondents have bachelor degree. Data collected in this study has been analyzed through SPSS. The summary of the demographic factors is listed in Table 1.

The current study shows that the majority of teachers are satisfied with their nature of job. 63% of total respondents are pleased with the salary while 20% of the total respondents are not happy with the payment they are paid. Female respondents are found more satisfied with the salary which is

77.7% than the male respondents which are 55.5%. The teachers that are not satisfied with the salary can be ascribed by two factors; the first could be the demographic factors and the second could be current economic conditions.

From this study it is found that 60% of teachers having age ranges from 26-30 are much pleased with the salary. Majority of teachers in this group (26-30) have master degrees are more satisfied than the teachers having Bachelor degrees [40]. In this study 38.1% married respondents and 61.9% unmarried respondents shared their information. It is clear from this study that married respondents are more satisfied than unmarried respondents. This study shows that teachers having master degrees are more satisfied with jobs than the teachers having bachelor degrees. The summary of these factors is listed in Table 2.

Job security is a factor that affects the level of job satisfaction of teachers. Data gathered in this study shows that 66.6% respondents showed satisfaction with job security. Male teachers are found much pleased with job security which is 74.2% as compared to Female teachers 38.9%. Similarly married teachers are more satisfied with job security than unmarried teachers. Similarly teachers having Master degrees are found more satisfied with job security than the teachers having Bachelor degrees. Details of these factors are given in Table 3.

Third factor that has been discussed in this study is the relationship with coworkers. Data collected in this research indicates that 79.8% respondent of total sample size are happy with the relationship with coworkers. The reason is they help each other and give support whenever they needed. Overall they create a friendly environment in which they work together and maintain good relationship. Very small number of teachers is dissatisfied with the relationship with their colleagues which are just 7.1% of the total sample size. It has been found from the data gathered in this study that 80.3% male teachers are happy with the relationship with their colleagues while 77.8% female teachers are satisfied with the relationship of their coworkers. This analysis indicates that there is not a big difference in the level of relationship satisfaction with their coworkers. It has also been found that married teachers are slightly more satisfied with the relationship of their colleagues. Similarly teachers having Masters Degrees are found slightly more satisfied with the relationship with their coworkers as compared to teachers having Bachelor degrees. Details of the relationship with coworkers and different factors are given in Table 4.

The fourth factor discussed in this study is the relationship with supervisor. Many researchers have found that employees are happier with their jobs when they have good relations with their supervisor. In this study it has been identified that 76% teachers of total sample size have good relations with the supervisor in their organizations. The detail of relationship with supervisor and other factors are listed in Table 5.

This study has been conducted in order to measure the job satisfaction of academic staff of four colleges including both private and public in NCR region. There are many factors that affect the level of job satisfaction but in this study four factors including pay, job security, relationship with coworkers and relationship with supervisor are discussed. Both male and female teachers participated in this research having qualification from Bachelor to Master level. Study shows that female teachers are more satisfied with the salary as compared to male teachers. Similarly teachers with higher education are found happier than the Bachelor level teachers. Female respondents are reported less satisfied with job security than male respondents. While teachers having master's degree are found to be more satisfied than teachers having Bachelor's degree.

Limitations

One limitation is that this study has been conducted in minimum number of colleges. If data is collected from greater number of colleges, the results could be different.

Second limitation of this study is that the ratio of female teachers in this study is very low. So we are not so much clear about the job satisfaction level of female teachers.

Recommendations-

This study was conducted to find the job satisfaction level of college teachers in a single area. The number of colleges included in this research is very low. Therefore, this study should be conducted in more colleges as well as in universities both public and private sectors in various remote areas. Also this study should be conducted in other industries to find out the job satisfaction of employees.

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