

PUBLIC OPINION TOWARDS JOB SATISFACTION AT THEIR WORKPLACE IN CHENNAI

Dr. S. Vijaya Kumari

Asst Professor

Madras School of Social Work

ABSTRACT

Job satisfaction is contentment in work, influencing motivation, productivity, and well-being. Satisfied employees are engaged, innovative, and committed, benefiting both individuals and organizations. Therefore it is important to analyze the level of satisfaction and keep the employees satisfied. The research method followed here is **empirical** research. A total of 224 samples have been collected out of which all samples have been collected through convenient sampling methods. The sample frame taken here is in **Chennai**. The independent variables are age, gender, educational qualification, occupation, monthly income and marital status. The dependent variables are factors that impact job satisfaction, best ways to improve job satisfaction and level of job satisfaction. The statistical tools used here are anova, chi-square and graphical representation. This research underscores the significance of financial and psychological factors in shaping job satisfaction. Respondents' recognition of the impact of remuneration on satisfaction reflects the practical importance of equitable compensation. Moreover, the acknowledgment of psychological attitude's role highlights the need for fostering a positive work environment to enhance satisfaction. There is an association between the monthly income and their need for job satisfaction. It is suggested that, employees can be made satisfied or contented with their job by providing the right environment to have a positive psychological attitude towards their job that will ultimately increase their commitment and dedication thus their job satisfaction.

Key words: Job satisfaction, contentment, motivation, psychological attitude and remuneration.

Introduction:

In the ever-evolving landscape of scientific management within industries, the quest for enhanced productivity has been a driving force, often met with various challenges and solutions. The pursuit of increased efficiency led to a pattern of incremental gains, but the relentless push for higher output sometimes resulted in worker exhaustion and dissatisfaction. This critical juncture marked the impetus for significant shifts in management strategies. The Hawthorne studies, a groundbreaking series of investigations, unveiled a pivotal revelation - the value of recognizing and valuing employees' contributions beyond mere mechanistic roles. This discovery catalyzed a transformation in the understanding of job satisfaction and organizational productivity.

The implementation of bonuses, benefits, and Employee State Insurance (ESI) programs aimed to bolster the overall work environment. Central among the factors affecting job satisfaction is the level of remuneration. The provision of competitive compensation, coupled with adequate benefits and incentives, emerged as a bedrock for enhancing contentment among employees. Moreover, the intangible elements of motivation and recognition began to play a pivotal role in shaping job satisfaction, as did considerations of job safety and security, which profoundly impacted psychological attitudes within the workforce.

In contemporary times, notable trends are reshaping the landscape of job satisfaction. Emphasis on promoting work-life balance has gained momentum, with

rewards extending beyond monetary gains. Remote work arrangements, once considered novel, have become integral to job satisfaction. Simultaneously, the practice of moonlighting has emerged as a trend, allowing individuals to diversify their skills and income streams. A key concern is mental well-being, with organizations increasingly recognizing its centrality in fostering a satisfied and productive workforce.

In a global context, intriguing variations in job satisfaction across different countries come to the fore. India, for instance, boasts relatively high levels of job satisfaction, suggesting a conducive work environment. In stark contrast, countries like Japan have faced challenges stemming from a demanding work culture, resulting in lower levels of job satisfaction. Meanwhile, Mexico, Canada, and the United States exhibit a diverse range of experiences that can be attributed to a multitude of factors, including economic disparities, societal norms, and labor policies. This intricate tapestry of global experiences underscores the intricate relationship between job satisfaction and a myriad of cultural, economic, and policy-driven influences.

Objectives:

- To study public opinion on job satisfaction
- To find the factors that impact job satisfaction
- To suggest the best way to improve job satisfaction

Literature review:

1. **Paolo Ghinetti et al. (2007)** studied the difference in satisfaction among public and private employees in Italy. The research was based on survey data of 6 job attributes. It

was found that private employees evaluate job satisfaction with job security and consideration by colleagues and safety.

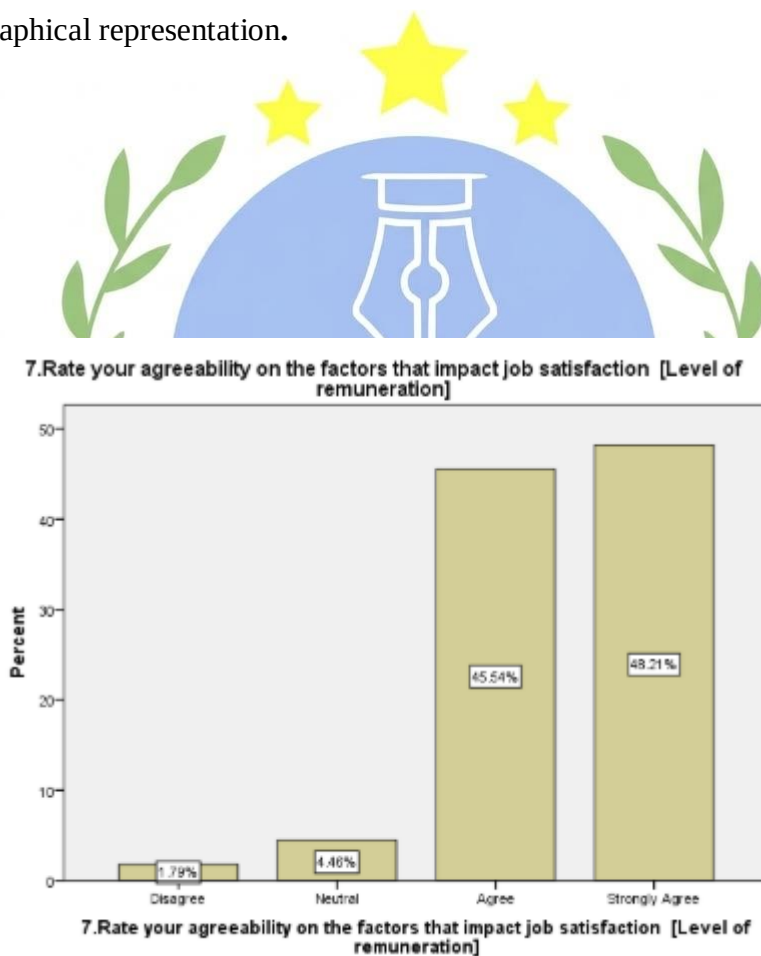
2. **G. Haile et al. (2009)** studied to analyze the workplace job satisfaction in Britain. An empirical study was conducted based on surveys of personnels and economics. It was found that the public sector was satisfied with their job except with pay.
3. **Madhu S. Mohanty et al. (2016)** researched to study the relationship between positive attitude and job satisfaction in US. The study, based on longitudinal data sets from US, claims that worker's satisfaction at workplace depends on psychological attitude
4. **M. Ashraf et al. (2019)** researched the role of work atmosphere in relationship between supervisor cooperation, career growth and job satisfaction. 325 samples were collected by survey instrument and analysed. It was concluded that these factors pave a positive path value towards job satisfaction.
5. **A. Susanty et al. (2013)** researched the effect of attitude towards work, organizational commitment and job satisfaction. The sample size was 200 was analyzed and the results suggest that attitude towards co-workers have a positive impact on job satisfaction but it is not a significant effect on employee performance.
6. **Mahmoud et al., (2019)**, researched the hr practices in mediating job satisfaction. The results are based on 263 samples of banking employees. The findings suggest that remuneration impacts job satisfaction and employee commitment positively.
7. **Jalal et al (2021)** analyzed the job satisfaction based on remuneration in work environment. The study was based on 231 private employees and correlations were used to analyze the data. It was found that remuneration and psychological rewards have significant positive impact on performance

Methodology:

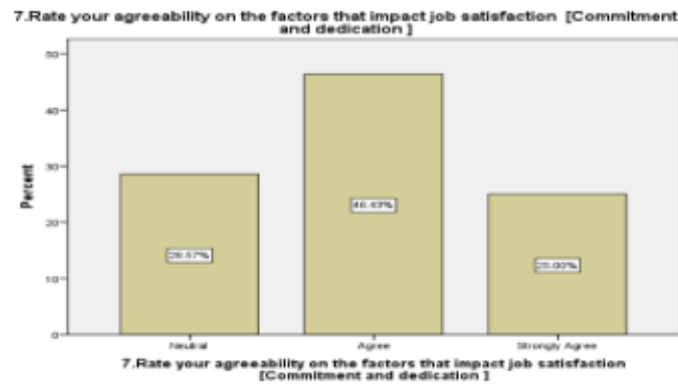
The research method followed here is **descriptive** research. A total of **224** samples have been collected out of which all samples have been collected through convenient sampling methods. The sample frame taken here is in **Chennai**. The independent variables are age, gender, educational qualification, occupation, monthly income and marital status. The dependent variables are factors that impact job satisfaction, best ways to improve job satisfaction and level of job satisfaction. The statistical tools used here are anova, chi-square and graphical representation.

Analysis:

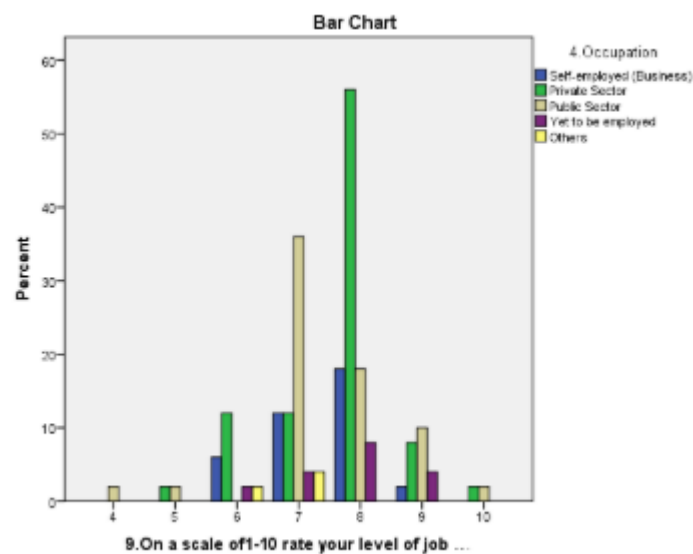
Figure 1



Legend: Fig 1 shows respondents agreeability on “level of remuneration impacts job satisfaction

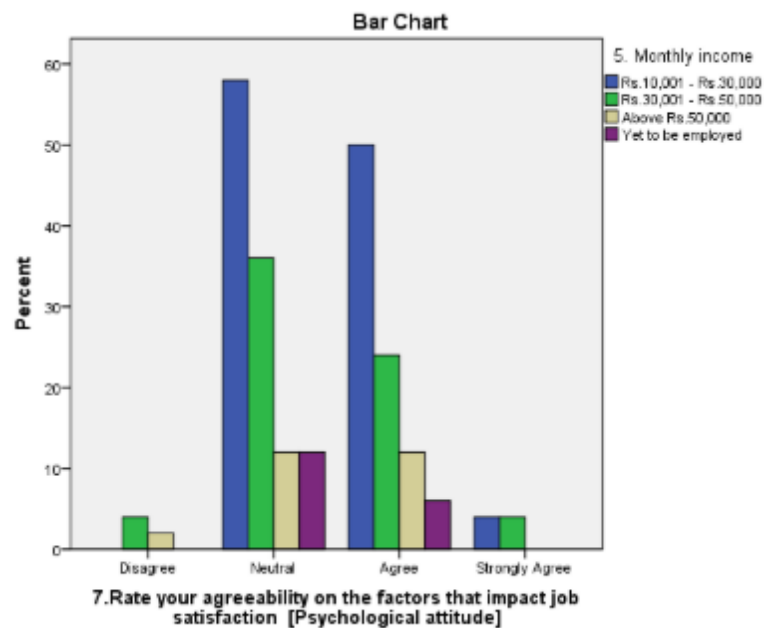
Figure 2

Legend: Fig 2 shows respondents agreeability on commitment and dedication as a factor that impacts job satisfaction

Figure 3

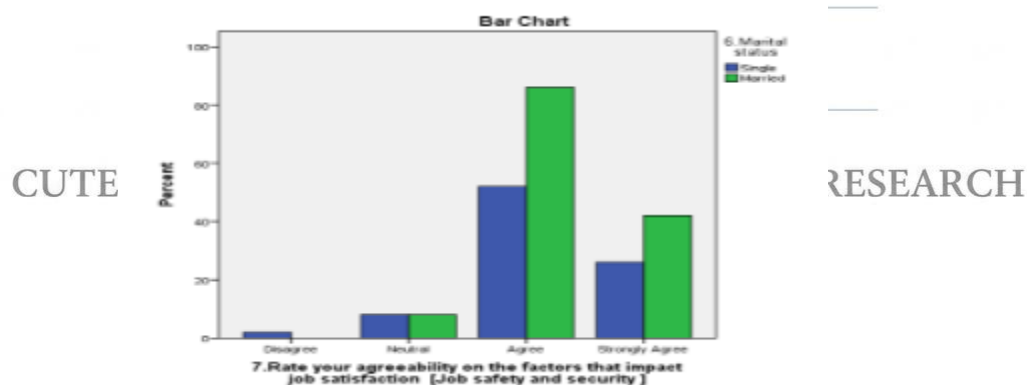
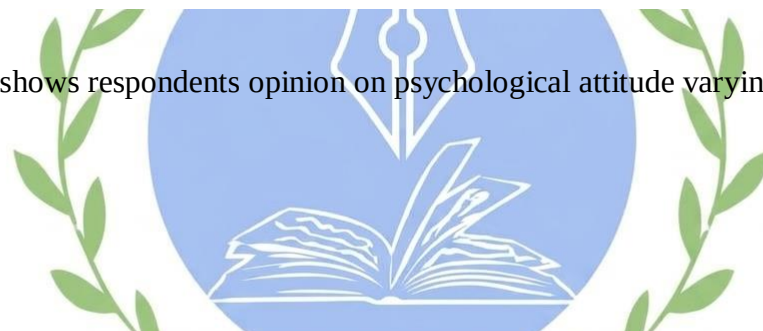
Legend: Fig 3 shows respondents level of job satisfaction varying with occupation

Figure 4



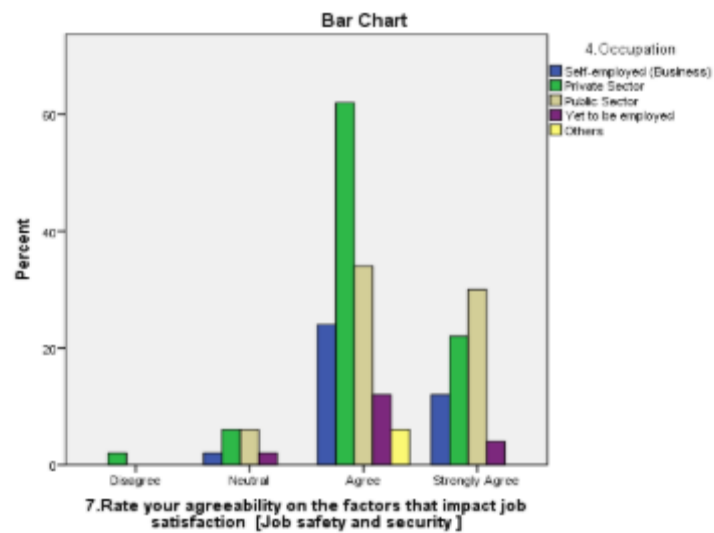
Legend: Fig 4 shows respondents opinion on psychological attitude varying with monthly income

Figure 5



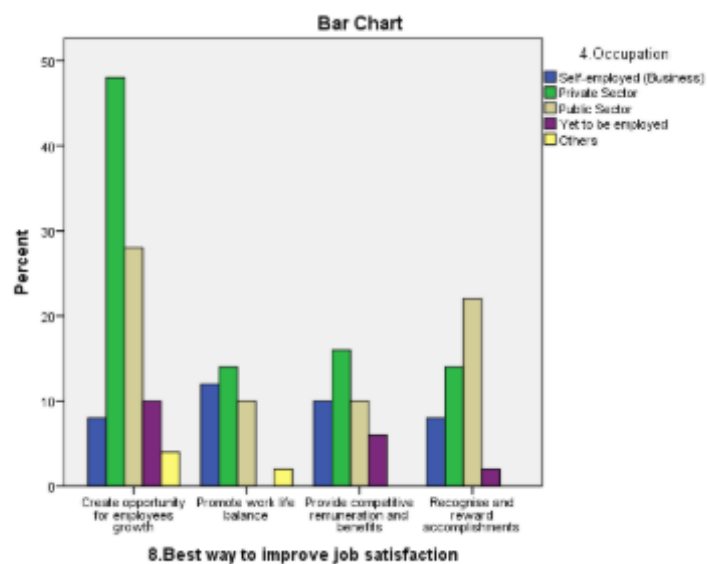
Legend: Fig 5 shows respondents opinion on job safety and security varying with occupation

Figure 6



Legend: Fig 6 shows respondents opinion on job safety and security varying with occupation

Figure 7



Legend: Fig 7 shows respondents opinion on ways to improve job satisfaction varying with occupation

Table 1:

Null Hypothesis: There is no association between best way to improve job satisfaction and monthly income

Alternate Hypothesis: There is association between best way to improve job satisfaction and monthly income

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	63.693 ^a	9	.000
Likelihood Ratio	60.357	9	.000
N of Valid Cases	224		

a. 5 cells (31.3%) have expected count less than 5. The minimum expected count is 3.05.

Interpretation: The calculated p value is 0.000. Since $P \text{ value} < 0.05$, null hypothesis is rejected at 5% level of Significance. So there is an association between best way to improve job satisfaction and monthly income

Table 2

Null Hypothesis: There is no significant difference in opinion on job safety and security and occupation

Alternate Hypothesis: There is a significant difference in opinion on job safety and security and occupation

ANOVA

7. Rate your agreeability on the factors that impact job satisfaction [Job safety and security]

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	5.094	1	5.094	14.760	.000
Within Groups	76.620	222	.345		
Total	81.714	223			

Interpretation: The calculated p value is 0.000. Since $P \text{ value} < 0.05$, null hypothesis is rejected. So there is a significant difference in opinion on job safety and security and occupation

Result: **Figure 1** reveals that 48.21% of respondents strongly agree and 45% agree that the level of remuneration significantly affects job satisfaction. In **Figure 2** shows that 46% of respondents agree and 28% are neutral towards commitment and dedication. **Figure 3** indicates that individuals in the private sector and those who are self-employed report higher satisfaction levels compared to those in the public sector. **Figure 4** shows that employees earning around 10k rs are neutral, while a majority of those earning above 50k rs lean towards agreement on psychological attitudes as a factor of job satisfaction. In **Figure 5**, married respondents show higher agreement levels on job safety and security compared to single respondents. **Figure 6** it is known that more respondents from the public sector strongly agree on job safety and security as a factor of job satisfaction. It is known from **Figure 7** that majority of the private sector respondents want opportunities to grow and self-employed respondents want better work life balance

Discussions:

In **Figure 1**, 48.21% of respondents strongly agree and 45% agree that remuneration impacts job satisfaction. This could be because the significance of income in job satisfaction could stem from valuing financial well-being and happiness correlation. **Figure 2** indicates 46% agreement and 28% neutrality towards commitment and dedication, possibly due to a lack of connection and ownership in their roles and a sense of belonging in the organisation. In **Figure 3** it is clear that greater job satisfaction in private and self-employed sectors compared to the public sector this could be attributed to work flexibility. **Figure 4** shows neutrality among 10,000rs earners, while those above 50k RS lean towards disagreement, implying a psychological attitude of desiring more money and a better economy or wealth. In **Figure 5**, married respondents express more agreement on job safety, reflecting their understanding and experience. **Figure 6** there is

strong agreement on job safety and security as factor of job satisfaction, in the public sector could arise from the perceived security provided by government jobs. It is known from **Figure 7** that majority of the private sector respondents want opportunities to grow and self employed respondents want better work life balance this could be because private sectors might be exploited whereas business people spend most of time on work and regret doing that job.

Conclusion:

Job satisfaction is contentment in work, influencing motivation, productivity, and well-being. Satisfied employees are engaged, innovative, and committed, benefiting both individuals and organizations. The findings suggest that a substantial percentage of respondents acknowledge the impact of psychological attitude on job satisfaction, highlighting the importance of a positive mindset. Additionally, the agreement among respondents regarding the significance of remuneration on job satisfaction underscores the role of financial aspects in influencing contentment. Respondents' opinions also reflect the value they place on fair and competitive compensation, aligning with the notion that equitable payment is closely linked to job satisfaction. Furthermore, the exploration of diverse demographic variables demonstrates the multifaceted nature of job satisfaction. Marital status, occupation, and income levels all contribute to varying degrees of job satisfaction, indicating the complex interplay of personal and professional factors. The rejection of null hypotheses in statistical tests highlights the associations between different variables, such as monthly income and suggestions for improving job satisfaction, as well as the interplay between occupation and opinions on job safety and security. These collective insights not only enrich our understanding of job satisfaction

but also provide valuable considerations for employers and organizations seeking to create fulfilling and engaging work environments.

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