

Relationship of Demographic Variables and Job Satisfaction among Married Women

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Abstract: The purpose of this study was to study the relationship between job satisfaction and demographic variables among married women who are working in academics. The research was descriptive and survey study. In this study, women working in technical educational Institutes, from Indore were studied. for this 300 working women(N=300) were chosen as per their work in the Institutes, teaching or Non-teaching. A socio- demographic questionnaire were used for the purpose. The findings revealed that on the basis of the age and qualification , there is no relation between factors studied (work environment, job security, roles & responsibility etc.) and job satisfaction and on the basis of designation, income and experience, researcher found the relation between factors studied (work environment, job security, roles & responsibility etc.) and job satisfaction.

Keywords: working women, job satisfaction, Demographic variables.

I. INTRODUCTION

The term job satisfaction describes a positive feeling about a job, resulting from an evaluation of its characteristics. A person with a high level of job satisfaction holds positive feeling about his or her job, while a dissatisfied person holds negative feeling. When people speak of employee attitude they usually talk about job satisfaction.

Job satisfaction is in regard to one's feelings or state-of-mind regarding the nature of their work. Job satisfaction can be influenced by a variety of factors, like quality of one's relationship with their supervisor, the quality of the physical environment in which they work, degree of fulfillment in their work, etc. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance; methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups. Job satisfaction is a very important attribute which is frequently measured by organizations. The most common way of measurement is the use of rating scales where employees report their reactions to their jobs. Questions related to rate of pay, work responsibilities, variety of tasks, promotional opportunities the work itself and co-workers can be analyzed for knowing the level of job satisfaction.

- Locke defined job satisfaction as “a pleasurable or positive emotional state resulting from the appraisal

of one's job or job experiences”. Additionally, job satisfaction has emotional, cognitive and behavioral components. The emotional component refers to feelings regarding the job, such as boredom, anxiety, or excitement. The cognitive component of job satisfaction refers to beliefs regarding one's job, for example, feeling that one's job is mentally demanding and challenging. Finally, the behavioral component includes people's actions in relation to their work, which may include being tardy, staying late, or pretending to be ill in order to avoid work

There are two types of job satisfaction based on the level of employees' feelings regarding their jobs. The first, and most studied, is global job satisfaction, which refers to employees' overall feelings about their jobs. The second is job facet satisfaction, which refers to feelings about specific job aspects, such as salary, benefits, and the quality of relationships with one's co-workers. Measurements of job facet satisfaction may be helpful in identifying which specific aspects of a job require improvements.

A study done on women in advertising examined job satisfaction among women in advertising. Subjects were 48 female respondents from a mail survey of membership of a Midwest advertising club. Two types of job satisfaction measures were used: items from the Minnesota Satisfaction Questionnaire and the action tendency scales developed by (E. Locke)²³. The results showed a high level of satisfaction similar to or greater than women in the general work force and women in related communications fields. Variety of work, friendliness of co-workers, lack of ethical conflicts and feelings of accomplishment were strong reasons for being satisfied. Less satisfaction was shown with salary and relations with superiors, and younger women were more satisfied than older women. (Pokryczynski, James V; Crowley John H. on job satisfaction among women in advertising 1988 *Journalism and Mass Communication*)¹

Herzberg et al (2005)² This important point in Maslow's theory of a hierarchy of needs helps to clarify the issue of satisfiers and dissatisfiers, the sources of work motivation and illuminates the role our self-concept plays as a precursor for job satisfaction. Whilst Maslow's theory relates to what drives our motivation generally, Herzberg's dual factor theory relates specifically to the work component of

life. Both Herzberg and Maslow's theories incorporate aspects of the 'self' such as self-esteem, self-confidence and self-worth. Also, both theories propose that job satisfaction and motivation contain multiple dimensions. In this way there is a common link between current self-concept theory, work satisfaction and needs fulfillment/motivation theory.

Factors of Job Satisfaction

There are numerous factors influencing job satisfaction.

- 1) Work itself (content and character),
- 2) Income,
- 3) Work conditions,
- 4) Management,
- 5) Colleagues,
- 6) Work system,
- 7) Physical work conditions,
- 8) Human resources.

In accordance with Herzberg's two-factor theory, interpretations of job satisfaction can be seen— intrinsic and extrinsic. Intrinsic job satisfaction can be perceived as intra-individual's satisfaction with work, whereas extrinsic job satisfaction is described as satisfaction with outside work conditions. According to the theory, when the extrinsic (or hygiene) factors are at low level, they lead to job dissatisfaction unlike intrinsic factors, which enhance job satisfaction (for more detail, see Herzberg's Two-Factor Theory which is classified under Work Motivation Theories).

Even though Herzberg's 2-factor theory measuring job satisfaction and job dissatisfaction as opposed individual phenomena has not been confirmed (similarly to other 2-factors theories) and research (e.g. Graen, 1968)³; (Hulin, Waters, 1971)⁴ is more supportive of traditional theories (one-factor theories, i.e. theories measuring only one phenomenon - job satisfaction which is a continuum from absolute dissatisfaction to absolute satisfaction), this division of job satisfaction factors, unlike the mechanism, remained the same across various studies (e.g. Gagné, Deci, 2005)⁵. These researchers, however, claim that both intrinsic and extrinsic factors predict job satisfaction. Overall, Lawler and Porter (1967; in Taylor, Tashakkori, 1995)⁶ define intrinsic factors of job satisfaction as the ones which reside within the employee and are connected to performance, whereas extrinsic satisfaction comes from rewards given by the organisation (such as salary, benefits, promotion, status, a safe environment, and job security). Trist (1977; in Taylor, Tashakkori, 1995) adds that work itself leads to intrinsic satisfaction; therefore we assume that it is perceived as intrinsic factor of job satisfaction. Stikar et al. (1996)⁷, on the other hand, defines extrinsic factors as the ones which are not influenced by an individual and list following such factors: income, work itself, work technique, management style, work group, and work conditions.

Urban (2003) sees four factors of job satisfaction, which cause a significant part of job dissatisfaction, and can be influenced by management. Such dissatisfaction lies in:

- 1) **Management style** - when a manager avoids problem solving, distrusts their employees, does not listen to employee's comments, does not provide full explanation, does not keep promises and so forth;
- 2) **Selection of employees** - when a manager takes on individuals who are not flexible, cooperative, or when the manager employs their family or friends;
- 3) **Definition of work roles**, which should not be defined either too narrowly as this brings monotony, or too freely as this could cause employee's confusion and anxiety concerning their work roles;
- 4) **Lack of objective feedback** - when incentives or income is not consistent with an employee's performance.

Only common findings in demographic influences upon job satisfaction are mentioned as the rest of them are included in the part concerning specific aspects of job satisfaction in teachers. The reason is that the importance and significance of work satisfaction factors depend on (Stikar et al., 1996): specific features of a resort (e.g. differences in health service, education resort, or agriculture); - specific features of a profession and the environment where they are carried out (for example teacher in a public elementary school and in a private language school); - specific individual features and people's preferences (for example, some people perceive good work relationships as the most important, other feel that that high income is the most important for them). This decision is supported by the fact that particular factors differ in importance and the share of influence on job satisfaction.

Nonetheless, demographic variables are present in all professions, although their share of influence contributing to career satisfaction may vary. (Brewer, Hun Lim, Cross, 2008)⁸ done the Research in the area of organization psychology showed that demographic differences among employees are related to job satisfaction. One of the explanations of such an effect can be found in expectations, i.e. the notion that employees' expectations are associated with responses to work situations. Hence, workers tend to partially explain and perceive the situation by comparing them to their colleagues in attributes such as age, sex, education and seniority (Oldham, Nottenburg, Kassner, Ferris, Fedor, Masters, 1982; in Brush, Moch, Pooyan, 1987)⁹. This assumption has been supported by Vecchio (1981) who claimed that differences in job satisfaction leading from education can be attributed to different expectations and Garvin and Ewen (1974)³² also provided the same argument to explain variations in job satisfaction by race. Various tendencies in explaining this correlations have emerged; other researchers suggested that relationship between demographic

differences and job satisfaction is caused by unequal values and beliefs, objective conditions (rewards on the job), and cohort membership (Brush, Moch, Pooyan, 1987).

Research results have been very inconsistent; most of the studies differ in number of demographic variables influencing job satisfaction. To illustrate, Brewer, Hun Lim, Cross (2008) list following demographic variables – race, gender, educational background, age, and work assignment. Chapman and Lowther (1982)¹⁰, on the other hand, include only gender and age in their demographic variables. For better understanding, we have decided to include more of the variables separately in the following section with finding and limitations listed for each one. (Remus Ilies, 2009)¹¹ stated in their study about Spillover of Daily Job Satisfaction onto Employees' Family Lives presented the role of employees' work-family integration in the spillover of daily job satisfaction onto daily marital satisfaction and affective states experienced by employees at home. The spillover linkages are modeled at the within-individual level, and results support the main effects of daily job satisfaction on daily marital satisfaction and affect at home, as well as the moderating effect of work-family integration on the strength of the within-individual spillover effects on home affect.

(M. kethraj & Dr. M. Selvakumar, 2009)¹² analyzed the job satisfaction of woman workers in fireworks industries in Tamilnadu shown that Job satisfaction is considered to be a sensitive aspect, but it is highly useful for every organization. Normally, the factors constitute job satisfaction is difficult to define. This varies from person to person, time to time, place to place and from organization to organization. All organizations are interested in utilizing this aspect effectively and efficiently for the purpose of achieving the organizational goals. According to this research, the

satisfaction of woman workers in fireworks industries in Tamilnadu, particularly, in Virudhunagar District was satisfactory and at the same time, this industry has to come forward to provide moderate wages and adequate safety measures. (Barry Bozeman, 2011)¹³ According to the study of Job Satisfaction among University Faculty, faculty members are more satisfied with their jobs when they perceive that their colleagues respect their research work and they are paid what they are worth. Women tend to be less satisfied, and the tenured are more satisfied. According to the study Industry and university research center affiliations do not predict job satisfaction.

II. RESEARCH METHODOLOGY

- The Research pertaining to Demographic variables and job satisfaction for this research paper was conducted in certain Technical education Institutes.
- A socio-demographic questionnaire containing 31 questions were used.
- The Sample size of the survey was 300 women from teaching and non-teaching profession.

III. OBJECTIVE OF THE STUDY

- To understand the level of Job satisfaction.
- To analyze the relationship of various demographic variables and job satisfaction level of married woman.

IV. HYPOTHESIS

H0: There is no significant relationship between demographic characteristics and job satisfaction.

H1: There is a significant relationship between demographic characteristics and job satisfaction.

On the basis of Age

Various Factors w.r.t. Age	df	Level of Significance	Chi Square value		Hypothetical Result
			Calculated	Tabular/ Critical	
Satisfaction with the work environment	12	0.05	19.614	21.03	Accepted Null
satisfaction with Job Security	12	0.05	12.295	21.03	Accepted Null
Satisfaction with roles and responsibilities	12	0.05	13.524	21.03	Accepted Null
Satisfaction with professional life	12	0.05	11.109	21.03	Accepted Null

Table 6.32.1

On the basis of Designation

Various Factors w.r.t. designation	Df	Level of Significance	Chi Square value		Hypothetical Result
			Calculated	Tabular/ Critical	
Satisfaction with the work environment	12	0.05	29.97	21.03	Rejected Null
satisfaction with Job Security	12	0.05	23.63	21.03	Rejected Null
Satisfaction with roles and responsibilities	12	0.05	25.166	21.03	Rejected Null
Satisfaction with professional life	12	0.05	13.901	21.03	Accepted Null

Table 6.32.2

On the basis of Qualification

Various Factors w.r.t. Qualification	df	Level of Significance	Chi Square value		Hypothetical Result
			Calculated	Tabular/ Critical	
Satisfaction with the work environment	12	0.05	15.943	21.03	Accepted Null
satisfaction with Job Security	12	0.05	17.099	21.03	Accepted Null
Satisfaction with roles and responsibilities	12	0.05	6.568	21.03	Accepted Null
Satisfaction with professional life	12	0.05	4.706	21.03	Accepted Null

Table 6.32.3

On the basis of Income

Various Factors w.r.t. Income	df	Level of Significance	Chi Square value		Hypothetical Result
			Calculated	Tabular/ Critical	
Satisfaction with the work environment	12	0.05	27.071	21.03	Rejected Null
satisfaction with Job Security	12	0.05	23.286	21.03	Rejected Null
Satisfaction with roles and responsibilities	12	0.05	22.771	21.03	Rejected Null
Satisfaction with professional life	12	0.05	13.803	21.03	Accepted Null

Table 6.32.4

On the basis of Experience

Various Factors w.r.t. Experience	df	Level of Significance	Chi Square value		Hypothetical Result
			Calculated	Tabular/ Critical	
Satisfaction with the work environment	12	0.05	31.436	21.03	Rejected Null
satisfaction with Job Security	12	0.05	27.386	21.03	Rejected Null
Satisfaction with roles and responsibilities	12	0.05	32.29	21.03	Rejected Null
Satisfaction with professional life	12	0.05	18.809	21.03	Accepted Null

Table 6.32.5

V. FINDINGS & CONCLUSION

For the above hypothesis all the components related to job satisfaction were tested against the age, designation, qualification, income and experience of the respondent.

In the above case, the respondents were divided into four categories of age which are 20-25, 26-30, 31-35 and above 35. Under this criteria, it was found that there is no relation between age and job satisfaction, similarly it happens with qualification, which is also divided into four categories.

The relation was found in rest of the cases like designation, income and experience that means they are dependent. The level of job satisfaction will change as per the different designation, income and experience.

From the above Hypothesis Evaluation table, the result shows that the associated Null Hypothesis will be accepted only in the case of Age and Qualification, whereas on the basis of Designation, Income and experience the null hypothesis will be rejected. This state that, there is no significant relationship between demographic factors (Age & qualification) and job satisfaction , There is a significant

relationship between demographic factors (Designation, Income & experience) and job satisfaction.

In the hypothesis the demographic characteristics and the factors related to job satisfaction like work environment, job security, roles & responsibilities and experience about discrimination were considered for analysis and as a result, it was found that on the basis of the age and qualification , there is no relation between factors studied (work environment, job security, roles & responsibility etc.) and job satisfaction and on the basis of designation, income and experience, researcher found the relation between factors studied (work environment, job security, roles & responsibility etc.) and job satisfaction.

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