

INTEGRATION OF PSYCHOSOCIAL ASPECT AND THE LEVEL OF JOB SATISFACTION: A STUDY OF INDIAN EASTERN RAILWAY EMPLOYEES

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ABSTRACT

The present study deals with gender difference in job satisfaction in Indian Eastern Railway employees. Attempts were also made to assess their different psychosocial aspect such as subjective sense of well being, coping style and the level of happiness. The sample size was 50 divided into 2 groups (male- 25 and female- 25). Each group was consisted respondents age ranging between 22-35 years and having minimum 2 years of job experience. The data were collected from Indian eastern railway employees. Job satisfaction scale, Subjective well being inventory, coping checklist II and Oxford happiness inventory were administered to assess the level of job satisfaction, subjective sense of well being, coping style and level of happiness. It is revealed that male worker were found to be more satisfied than female workers in their job and in case of level of happiness and sense of well being the same result has been found. There is no significant difference between gender (male and female) in level of job satisfaction and level of happiness. In case of sense of well being and coping significant difference has been found between the two groups. Furthermore, significant correlation could not be drawn between job satisfaction and the other selected variables for the present sample of investigation.

KEY WORDS: *Job satisfaction, psychosocial aspect, Indian eastern railway.*

I. INTRODUCTION

Job satisfaction or **employee satisfaction** has been defined in many different ways. Some believe it is simply how content an individual is with his or her job, in other words, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision (Spector, P.E. (1997). Hulin, C. L., & Judge, T. A. (2003) believed it is not so simplistic as this definition suggests and instead that multidimensional psychological responses to one's job are involved (Hulin, C. L., & Judge, T. A. (2003).

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Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction) (**Thompson, E.R.; Phua F.T.T, 2012**) or cognitions about the job (cognitive job satisfaction)(Moorman, R.H. (1993).

The concept of job satisfaction has been developed in many ways by many different researchers and practitioners. One of the most widely used definitions in organizational research is that of **Locke (1976)**, who defines job satisfaction as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences” (p. 1304)(**Locke,E.A. (1976)**). Others have defined it as simply how content an individual is with his or her job; whether he or she likes the job or not (**Spector, P.E. (1997)**). It is assessed at both the global level (whether or not the individual is satisfied with the job overall), or at the facet level (whether or not the individual is satisfied with different aspects of the job). **Spector (1997)** lists 14 common facets: Appreciation, Communication, Co-workers, Fringe benefits, Job conditions, Nature of the work, Organization, Personal growth, Policies and procedures, Promotion opportunities, Recognition, Security, and Supervision).

Job satisfaction can also be seen within the broader context of the range of issues which affect an individual’s experience of work, or their quality of working life. Job satisfaction can be understood in terms of its relationships with other key factors, such as general well-being, stress at work, control at work, home-work interface, and working conditions (**Tomažević, N.; Seljak, J.; Aristovnik, A. 2014**).

One specific area of investigation is the study of differing levels of reported job satisfaction by gender. Practically all studies have shown that females possess higher levels of job satisfaction compared to males. There exist a number of theories as to why females possess higher levels of job satisfaction. These include the role of expectations, a possible difference in work ‘values’ and female selection into employment. Research into differing levels of job satisfaction by gender in Australia has only been briefly covered, and this paper contributes to the literature by using a panel dataset that specifically questions participants on six aspects of job satisfaction. Previous study in Australia on this topic has been limited to using cross-sectional data and only one aspect of job satisfaction (**Long, 2005**) and the data available to us allows us to track changes in job satisfaction over time. Briefly, in our gender combined results, we find females to be more satisfied with five of the six aspects of job satisfaction compared to males. When separated by gender, we discover that these differing levels of satisfaction by gender can be partially attributed to differences in personal and labour market characteristics, with no evidence of time effects. We also find limited evidence of males closing the ‘satisfaction gap’ over time.

Consistent with **Clark, Sloane and Williams⁶ (2000)** report higher levels of job satisfaction for females compared to males, despite earning lower pay. They also note that this could be due to females having lower expectations. Nevertheless, females in male dominated workplaces have similar satisfaction levels compared to males, perhaps reflecting higher expectations. **Souza-Poza and Sousa-Poza (2003)** undertook a specific look at Britain using 1991-2000 data and found evidence of falling levels of job satisfaction among females over time. They conclude that this is points to the gender-job satisfaction gap being a transitory, rather than a permanent phenomenon in Britain. Similar to **Clark’s (1997)** as well as **Sloane and William’s (2000)** findings, **Donohue and Heywood (2004)** found no gender job satisfaction gap for young US workers, once

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again indicating that specific female labour market groups possess expectation levels similar to those of their male counterparts .

Men and women working in gender-balanced groups have higher levels of job satisfaction than those who work in homogeneous groups. Employees who work in groups comprised of mostly men tend to show the lowest levels of job satisfaction, and those working in groups of mostly women fall in the middle of the gender-balanced and mostly-men groups (**Fields & Blum, 1997**).

Pook, Füstös, and Marian (2003) surveyed 932 employees in Eastern Europe to explore the impact of gender bias on job satisfaction. Results suggest that women are less likely to receive help from their managers toward advancement and are less satisfied than men with the work they performed. This may be the result of being assigned less-challenging tasks, non-commensurate with their backgrounds.

Using data from the U.S. National Study of the Changing Workforce, **Bender, Donohue, and Heywood (2005)** report that overall women have higher job satisfaction than men and have higher job satisfaction in workplaces dominated by women. However, men and women value job flexibility differently, and once this difference is controlled for, gender composition in the workplace plays no role in determining job satisfaction of women.

Indian Railways (REPORTING MARK IR) is an Indian state-owned enterprise, owned and operated by the Government of India through the Ministry of Railways. Indian Railways is the world's seventh largest commercial or utility employer, by number of employees, with over 1.376 million employees as of last published figures in 2013.

Gender difference in Job satisfaction is a major concern for organisations in today's global workforce and has been widely studied throughout Organisational Psychological and Managerial literature. The main purpose of the study is to explore the gender difference in job satisfaction among the employees of Indian eastern railway, India and its relations to their different psychosocial aspect such as subjective sense of well being, coping style and the level of happiness.

II. RESEARCH METHODS

Hypothesis:

1. There is a significant difference between the male and female Indian eastern railway employees regarding Job satisfaction, subjective sense of well being, coping and level of happiness.
2. There will be a significant relationship between the variables (namely, job satisfaction and subjective sense of well being; job satisfaction and level of happiness, job satisfaction and coping style) of Indian eastern railway employees.

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Research design:

This existing study is descriptive in its nature. Well, descriptive research can be defined as describing some particular situation, some phenomena or something. Descriptive researches are those which define the current situation instead of inferring and making judgments (Creswell, 1994). The core goal of the descriptive research is to verify the developed hypotheses that reveal the current situation. This kind of research offers information about current scenario and emphasis on the elements that effect the job satisfaction. Furthermore, the current research is comparative in nature, evaluating the Gender differences in Job Satisfaction experienced by male and female Indian eastern railway workers.

Sample and data:

In order to gather data for understanding job satisfaction, a sample of 50 respondents was asked to take part in a self-administered questionnaire. The respondents for the current study was the employees of Indian eastern railway. The total size of the sample was 50 and divide into two groups of gender (male- 25, female-25). The present research uses a non-probability sampling technique that is convenience sampling. Convenience sampling is a procedure that gains and gathers the appropriate information from the unit of study or sample that are suitably accessible (Zikmund, 1997).

Data collection tools and measure:

- a) Job satisfaction was measured using job satisfaction scale by **B.C. Muthayya (1973)**. The scale consisted of 34 items. The answer categories for each of the items were agree (A), not sure (NS), disagree(D) and not applicable(NA). The split-half reliability coefficient of the scale is 0.81. The score range is 0-68.
- b) Level of happiness was measured using oxford happiness inventory (1980s). This inventory consisted of 29 items and each item having four incremental levels of response, numbered from 0 to 3. The items receive the score same as the response given by the subjects, for e.g., response of 1 gets a score of 1. The higher score denotes the higher level of happiness. The score ranges between 0-57. The alpha reliability for the test is found to be 0.92.
- c) Sense of well being was measured by applying subjective well being inventory (**Dupey, 1970**). The scale consisted of 40 items and can be scored by attributing the values 3, 2 and 1 to response categories of positive items and 1, 2 and 3 to the response categories of negative items. The minimum and maximum scores that can be obtained are 40 and 120. The test retest reliability for one month is found to be 0.91.
- d) Coping was measured by coping checklist II (**Rao et.al, 1989**). The test retest reliability for a period of one month is 0.74 and the internal consistency is 0.76.

Statistical tool:

Descriptive statistics and correlation statistics were done using SPSS (version 16.0).

III. RESULTS

Table- 1

Showing the difference in mean (M), standard deviation (SD) and 't' values between Male and Female Indian eastern railway employees for selected variables. (n=50, male=25, female=25).

VARIABLES	Male		Female		't' value
	M	SD	M	SD	
Job satisfaction	46.52	5.84	44.64	4.93	1.23
Happiness	53.66	6.61	53.04	8.27	.280
Sense of well being	90.48	6.06	82.2	13.27	2.837**
Coping	16	5.40	21.28	4.53	3.741**

**p<0.01, *p<0.05

Table- 2

Showing the Product moment correlation coefficient value between job satisfaction and other variables for the total group.

VARIABLES	'r' value
Job satisfaction – Happiness	.161
Job satisfaction – sense of well being	.006
Job satisfaction – Coping	.212

**p<0.01, *p<0.05

IV. DISCUSSION

The study was conducted to focus on the level of job satisfaction among the employees working under the Indian eastern railway. The finding has been discussed in the light of the comparison between the male and female Indian eastern railway employees.

In the present study, the male employees are found to be more satisfied to their job than the female employees. But it is must to indicate that the difference is between the mean is very close to each other and the result reveals that there is no significant difference between the mean of male and female Indian eastern railway employees. Thus it is clear that the both group exposes the same level of job satisfaction to their job. This kind of result may be influenced by the benefit provided by the railway ministry equally for the both gender. These benefits includes Insurance, Health & Wellness (disability insurance, vision insurance, dental

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insurance etc.) ; life insurance; financial and retirement (pension plan, retirement plan, stock options and performance bonus); family and parenting benefits (Work From Home, Maternity & Paternity Leave, Childcare, Reduced or Flexible Hours, Unpaid Extended Leave); Vacation & Time Off (vacation and paid time off, sick leave, bereavement leave); perks benefits; professional support; job security etc.

For the dimension of assessment of happiness the male and female workers shows the same level of happiness so the significant difference between the two groups could not be established. Impact of some socio-cultural factor for this equality of responses may have been provided.

In case of subjective sense of well being and coping responses the two groups found to be differ significantly from each other. The quality of sense of well being in male employees is found to be much emphasized than the female employees whereas, coping responses are found to be better in female employees than the male employees.

It has been found in previous research that job satisfaction has an association with different psychosocial variables. To prove the statement several psychosocial variables such as level of happiness, sense of well being and coping style was selected in the study to find out the relationship of these variables with the level of satisfaction to work. But no significant association between job satisfaction and the other variables has been found in the present sample of investigation. Thus, it can be interpreted that there is no significant association between job satisfaction and happiness, well being, coping. The level of satisfaction to work for the Indian eastern railway employees is basically influence by the job related factors.

V. CONCLUSION

There is no significant difference in job satisfaction between the male and female Indian eastern railway employees. In case of job satisfaction and level of happiness both group shows the same level of response. Furthermore job satisfaction and the other variables are not found to be associated with each other among the Indian eastern railway employees.

VI. LIMITATION OF THE STUDY

1. Respondent's opinions are dynamic; they keep changing from time to time.
2. Some of the respondents might not have given the actual information due to fear of being disclosed.
3. The results are confined to only eastern region of INDIAN RAILWAY and cannot be generalized for other region.
4. The study was conducted with the limited number of respondent due to time constraint.

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