



A study of Job Satisfaction among Employees of Public and Private Sector

¹Dr. Medha Mishra and ²Dr. N.L. Mishra

¹Research Fellow, Mahatma Gandhi Chitrakoot Gramodaya Vishwavidyalay Madhya Pradesh, 485334

, ²Professor and Dean (Faculty of Arts), Mahatma Gandhi Chitrakoot Gramodaya, Vishwavidyalay, Satna, Madhya Pradesh, 485334

Email: medhamishra75@gmail.com, nandlalmishra11@gmail.com

Abstract:

The loss of potential employees due to declining job satisfaction and a lack of workplace motivation to stay with an organization for a long time is notable for organizations in today's world, where it is true that high job losses are caused by dismissals and retrenchments to create an inclined organization.

Here, human resources' job is to regularly work to match employees' aspirations with the organization's objectives. Inspiring work environments that support and address employees' needs for growth and development can help attain this goal. Despite the complexity of these elements and the fact that they cannot be addressed on an individual employee basis because they may vary from case to case, it is crucial for HR to look for common points of intersection. There are other negative effects of dissatisfaction, such as absenteeism, low performance, lower morale, low contribution to the team, less coordination, and a lack of orientation towards organizational goals, which could affect an organization's ability to compete in the highly competitive business environment. Job satisfaction or employee motivation is studied not just to deal with turnover. Therefore, HR must create an organizational environment and foster an organizational culture that considers the current demand.

Key Words: Job Satisfaction, Public Sector, Private Sector, Employee Motivation, Work Experience, Salary Package
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Introduction:

Job satisfaction can be defined as an employee's level of motivation and contentment with his or her work. Employment satisfaction occurs when an employee perceives job security, desired professional advancement, and a pleasant work-life balance. It denotes that the employee is completely satisfied with his or her employment because the work meets the individual's expectations. Employees who are happy with their jobs are important to a company because they want to perform to their full capacity. Every employee desires a strong career path, numerous chances, and a work-life balance at work. Employees that are satisfied with their workplace and jobs are more likely to offer

their all to the organization. The importance of job happiness can be seen from two perspectives: that of the employee and of the employer.

Employees of the Organization: Job satisfaction is defined as earning a reasonable pay, having job security, having challenging opportunities, and having rising career progression, rewards, and recognition.

For employers: From the employer's perspective, job happiness is vital in order to get the most out of their employees. A happy employee contributes more to the organization, helps to limit turnover, and helps the company to continue to thrive. To attract employees, employers must assure a good job description and provide possibilities for employees to learn and grow at



the same time. Aspects of Job Satisfaction That Are Positive:

1. Higher efficiency of employees at workplace.
2. More employee loyalty which leads to more commitment.
3. Higher job satisfaction of employees eventually leads to higher profits.
4. Higher employee retention is possible.

Factors Responsible for Job Satisfaction

Job satisfaction is linked to employee's mental health. An employee that is happy and content at work is constantly driven to contribute and come up with new ideas. A disgruntled or unhappy employee, on the other hand, is lifeless, makes mistake, and eventually becomes a liability to the organisation. The following factors have an impact on job satisfaction:

1. Working conditions and compensation: The wages and perks provided to employees are one of the most important variables in job satisfaction. Employees who have a good wage, incentives, bonuses, and healthcare alternatives, among other things, are more satisfied with their jobs. Employees value a happy and healthy office atmosphere as well.

2. Respect and Recognition: When a person is recognized at work, he or she feels admired and motivated. Employees are also more motivated when they are recognized for their efforts.

3. Job security: Knowing that the company will keep them even if the market is volatile gives employees a great deal of confidence.

4. Professional Development: We make professional development a top priority in our lives. As a result, if a corporation assists employees in grooming and providing them with fresh job roles, job happiness increases.

5. Work-life balance: Everyone desires a good job that allows them to spend time with their family and friends. Maintaining a healthy work-life balance is vital for employees' health and relationships, as well as their productivity and performance. The employee's quality of life at work improves as a result of this.

Literature Review:

A literature review is an evaluative report of data /material/matters found in the literature related to the selected area of study. The review should describe,

summarize evaluate and clarify the work done already relating to a specific areas/ subject. A literature review is a text of the scholarly paper, which includes the current knowledge including substantive findings, as well as theoretical and methodological contributions to a particular topic. The process of reading, analyzing, evaluating and summarizing scholarly materials about a specific topic is termed as a review of the literature. It can also be described as detailed knowledge on a particular topic. In simple word, it is a summary of previous research on a topic. It is a survey of scholarly articles books and other sources which are relevant to a particular area of research interest.

Dr. Padmakumar Ram (2013) wraps up after a public sector study in India, as no association between job facet satisfaction and overall job satisfaction. Out of the six measures of job performance, the single one which reflected a noticeable concern with overall job satisfaction was 'passenger complaints'. No association was found between salary and overall job satisfaction, in the case of low and medium income groups. Nevertheless, for high income groups, a negative association between these entities could observe. By using a model that incorporates the main constructs from agency theory and organizational psychology.

Alina Hyz (2010), finds a negative, direct effect of effort and a positive, direct effect of job performance on job satisfaction. Conflicting findings in the earlier researches are argued as the result of inconsistency in both the measurement and the definition of constructs across studies that do not fully account for all the relationships between constructs. Here comes the need to distinguish clearly between factors that represent employees' inputs in a work relationship (i.e. effort) and those that represent their outputs (i.e., job performance).

Rogers & May (2003) revealed in his study that marital friction and more children are interrelated to decrease job satisfaction. Transfer, who is particularly applicable to United Methodist clergy, may add to marital discord, particularly when there are children concerned.

Perker et al., (2003) found that relationship between individual's perceptions and performance accounted by the variations in job satisfaction and similar affects.

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Aswathappa (2003) discussed in relation to the determinants of job satisfaction and found that the monetary rewards and wage payment are the two determinants. Different organizations employ works in different wage system and other rewards. The organizations pay wages and salaries along with incentives, non-monetary benefits, and perquisites.

Kumar V.S.R.V. (2007) revealed that working stress and psychological pressure directly impact on creating behavior disorders. Manager must provide physical and mental health of employees, good working condition, well organizational strategy, organization structure and lesser organizational pressure, work environment facilities to improve productivity and job satisfaction in the organization.

Harish Kumar (2013) concluded that productivity is considered as a great problem to a nation, a group and an employee, an organization. Employee productivity is considered as the measure of employee effectiveness and efficiency. Loss-making organization can turn into profit-making organization only by productive worker. Globalization can be benefited if the employee productivity is appreciated in the organization. Poor control in an organization at a time is also responsible for low employee productivity. If poor factors of employee productivity is purposefully managed lots of benefits can be obtained such as improved customer satisfaction and interest, better competitiveness, improved job satisfaction, strong sense of accountability, increase level of morale and happiness and strong sense of belonging. Organization must struggle to be continually worried about their satisfaction and happiness, as happy and satisfied workers are productive workers. Improving employee productivity is an attempt that needs to be place at the top of the work programme of all the organization.

S Edmund Christopher (2014) examined that work of an employee plays an important role in their lives and influences their interests. Employees at their job are experiencing high level of stress because of heavy workload, high targets, lack of job satisfaction, pressure to achieve the target, long working hours and tight schedules. Productivity and function of organizations are affected by job stress. There is negative correlation between productivity and level of stress. So in order to

gain maximum profit management should take care regarding the physical and mental health of employees.

Objectives:

On the basis of above studies researcher has done efforts to study the Job Satisfaction patterns in corporate as well as public sector. For this purpose following objective has been formulated-

- To study the level of job satisfaction among the employees of public as well as private sector.

Hypothesis: It is hypothesized that-

- There will be no significant pattern found among the respondents of Public as well as Private Sector.
- Background variables like gender, work experience and salary packages will not affect job satisfaction for both the groups.

Method and Material:

Target Population: A target population is a subset of the population with comparable characteristics who are identified as the intended audience for a product, advertisement, or study. It's a subset of the entire universe of people who have been chosen as the objective audience. In this research work target population is:

a) Executives and above cadre employees of NTPC, Northern Coalfields Limited serving in Singrauli and Sonebhadra district.

b) Executives and above cadre employees of Hindalco, Sasan Power. ESSAR power, LANCO and Grasim Chemical Division serving in Singrauli and Sonebhadra district.

The study was conducted on the employees of Public and Private Sector in Singrauli and Sonebhadra district.

The sample size of the population was 200 which are further categorized as :

- 100 employees of Public Sector
- 100 employees of Private Sector

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Job satisfaction scale : This scale is developed and standardized by Hinger A, Mittal U, Mathur V from Jaipur in 2009. Present scale focuses on various facilities and opportunities provided by an organization for the growth and development of its employees.

Results and Discussion: Result of research is the key factor of the thesis. Fruitful and directional results provide smooth path to researcher to conclude the findings. Efforts have been made to clarify the result in



various ways, such as background variables and its impact on job satisfaction.

Table1.1
Gender & Jobsatisfaction

Analysis	Male		Female	
	Public	Private	Public	Private
Mean	31.88	32.89	32.93	33.86
S.D.	9.151	8.208	8.406	7.504
N	72	65	28	35
T	-0.68		-0.46	

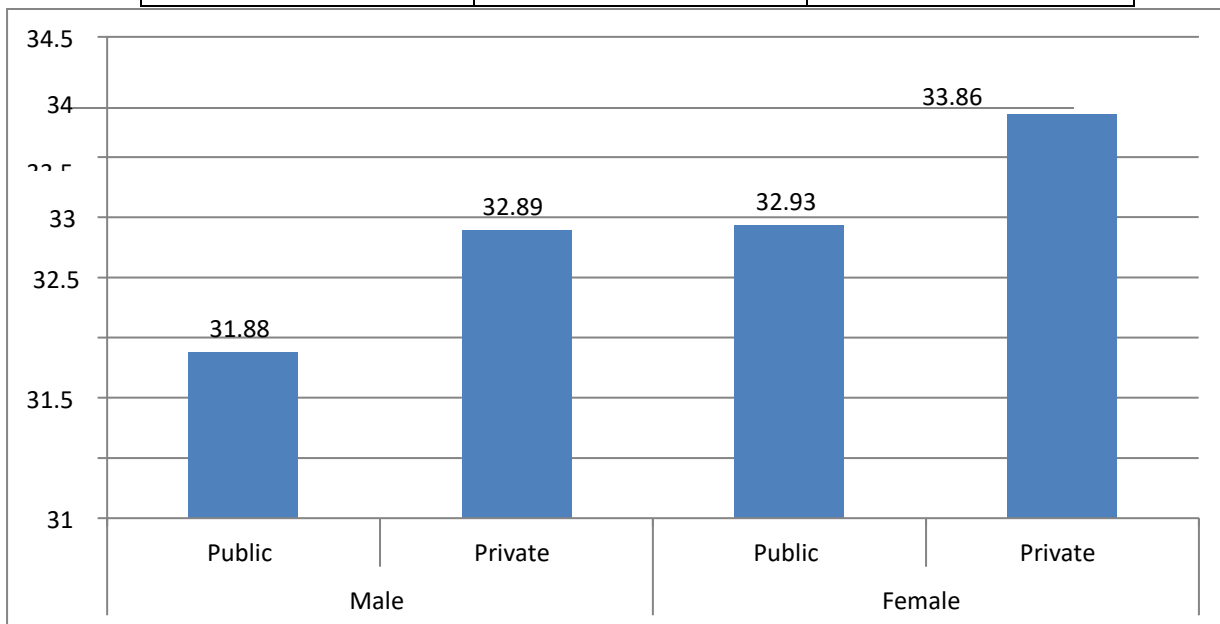


Fig.1.1: Gender & Job satisfaction

Table 1.1 presents the gender based distribution of sample which presents the categorization of ample on the basis of male and female. It was observed ,mean of males working in Public sector was 31.88 and in Private sector was 32.89. Similarly it was observed mean of females working in Public sector was 32.93 and in Private sector was 33.86

Table1.2



Job satisfaction and work experience

Analysis	Public			Private			t
	Mean	N	SD	Mean	N	SD	
0 – 5	29.05	39	8.793	31.20	50	8.692	-1.15
5 – 10	31.50	30	9.417	36.24	21	8.018	-1.88
10-15	35.33	12	9.847	33.71	14	7.447	0.48
15 – 20	38.00	4	1.826	33.83	6	1.169	4.34*
20 – 25	39.13	8	2.850	36.00	11	2.236	2.68*
25andabove	35.71	7	4.271	34.50	4	0.577	0.55

Note: *Significant at level 0.1

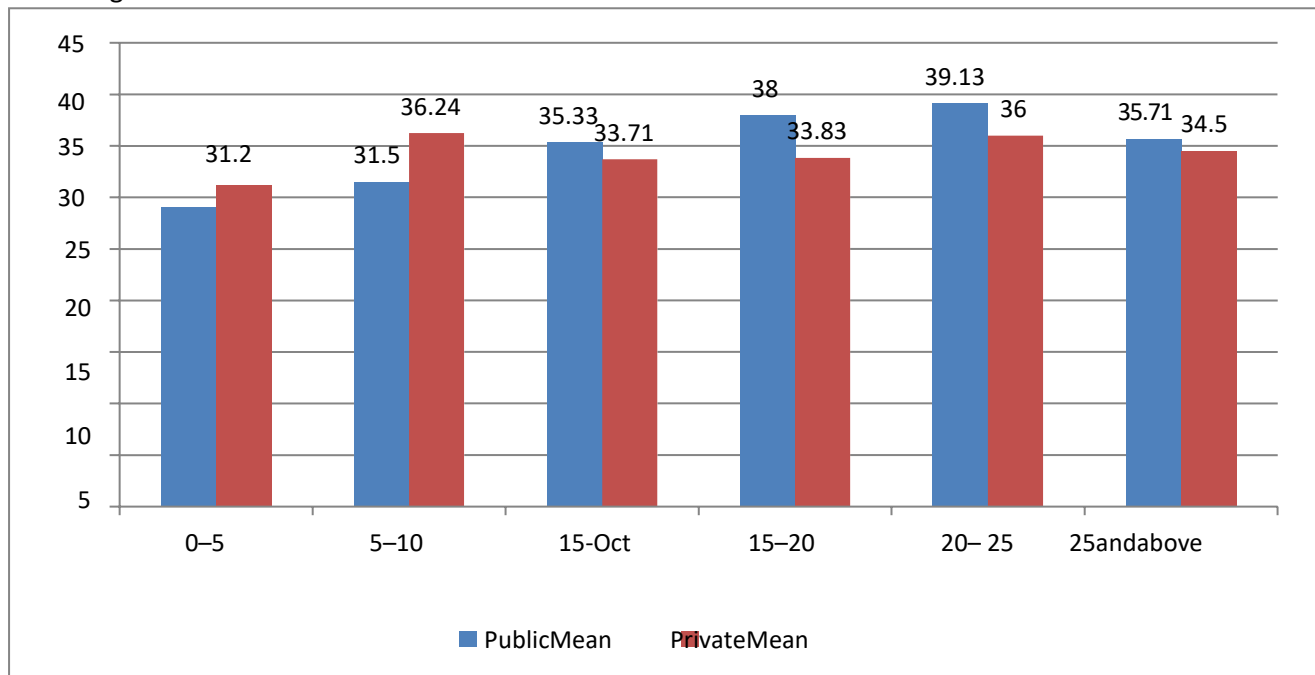


Fig.1.2: Job satisfaction and work experience

Above mentioned table no.1.2 represents the level of Job Satisfaction according to work experience. Work experience is categorized in six categories that is 0-5, 5-10, 10-15, 15-20, 20-25 and 25 and above years. It has been calculated that mean of respondents of work experience group 0-5 has been found 29.05 and 8.793 SD in Public sector while in Private sector the level of achievement motivation was found higher with mean 31.20 and SD 8.692. Mean of respondents of work experience group 5-10 has been found 31.50 and 9.417 SD in Public sector while in Private sector the level of achievement motivation was found with mean 21 and SD 8.018.



Mean of respondents of work experience group 10-15 has been found 35.33 and 9.847 SD in Public sector while in Private sector the level of achievement motivation was found higher with mean 33.71 and SD7.447.

Mean of respondents of work experience group 15-20 has been found 38.00 and 1.826SD in Public sector while in Private sector the level of job satisfaction was found higher with mean 33.83 and SD 1.169. Mean of respondents of work experience group 20-25 has been found 39.13 and 2.850 SD in Public sector while in Private sector the level of achievement motivation was found with mean 36and SD 2.236. Mean of respondents of work experience group 25 and above has been found 235.47 and 4.27 SD in Public sector while in Private sector the level of job satisfaction was found higherwith mean 34.50 and SD 0.57.

Table1.3
SalaryPackage&Jobsatisfaction

	Public			Private			t
	Mean	N	SD	Mean	N	SD	
5 – 10	28.80	10	10.369	30.13	32	8.976	-1.03
10-15	25.30	27	7.564	36.21	14	7.648	-4.37*
15 – 20	34.07	29	8.819	34.48	23	8.841	-0.17
20 – 25	36.52	25	6.008	34.00	8	9.040	0.91
25andabove	38.33	9	2.915	34.22	23	3.029	3.49*

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Note:Significantat0.1level

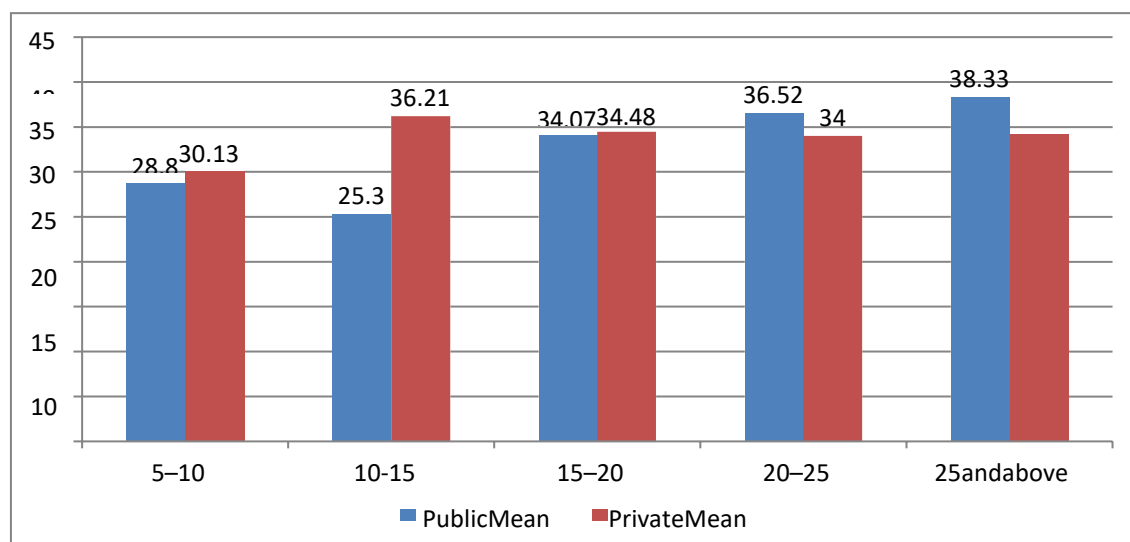


Fig.1.3:Salary Package&J ob satisfaction



Table 1.3 represents the level of Job Satisfaction according to Salary Package. Salary Package is categorized in five categories i.e. 5-10, 10-15, 15-20, 20-25 and 25 lacs and above. It has been calculated that mean of respondents of at a Salary Package of 5-10 has been found 28.80 and 10.369 SD in Public sector while in Private sector the level of Job Satisfaction was found with mean 30.13 and SD 8.976. Mean of respondents of at a Salary Package of 10-15 has been found 25.30 and 7.564 SD in Public sector while in Private sector the level of Job Satisfaction was found with mean 36.21 and SD 7.841. Mean of respondents at a Salary Package of 15-20 has been found 34.07 and 8.819 SD in Public sector while in Private sector the level of Job Satisfaction was found with mean 34.48 and SD 8.841.

Mean of respondents at a Salary Package of 20-25 has been found 36.52 and 6.008 SD in Public sector while in Private sector the level of Job Satisfaction was found with mean 34.0 and SD 9.040.

Mean of respondents at a Salary Package of 25 lacs and above has been found 38.33 and 2.915 SD in

Public sector while in Private sector the level of Job Satisfaction was found with mean 34.22 and SD

3.029.

Conclusion:

Comparing employee's job satisfaction between the public and private sectors is the aim of the current study. It is the main quality in any employee that motivates others to put in greater effort at their tasks. There are several negative personality traits that develop when a person is not satisfied at work. Even while every company strives to offer its employees the finest opportunities and working conditions, there is currently a new trend of job switching in the private sector. The majority of employees in the organization remain dissatisfied despite obtaining a competitive compensation package, and job bouncing is a typical pattern among them.

In this methodology, 200 people—100 employees of the public sector and 100 employees of the private sector were chosen as the sample. Through the use of a questionnaire with a job satisfaction measure, the data was gathered. The data was further analyzed, and the following conclusion is provided in light of the findings and results:

- First of all Job Satisfaction of the employees has been analyzed on the basis of Gender, Salary Package and Work experience.
- Gender has no significant contribution for job satisfaction in either Public or Private sectors.
- Job Satisfaction was found greater in the respondents of Public sector.
- Salary packages and Job satisfaction affected each other. Employees whose salary packages were between 15-20 lacs and 25 lacs and above reflect greater satisfaction than their counterpart of lower salary packages.
- The respondents of both the sectors have showed similar pattern in regard to work experience.

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According to the above research, respondents' compensation packages and employment history have had a substantial impact on their drive for success, but their gender has no obvious effect on how satisfied they are with their jobs.

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