



JOB SATISFACTION AMONG FACULTY-A CASE STUDY OF SOME COLLEGES IN PATNA

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ABSTRACT

Job satisfaction is a positive feeling of fulfillment that a faculty derives from their job. It is an attitude which has an outcome in the form of three dimensions, namely specific job factors, individual feature and having a group relationship outside the work environment. It is multi-dimensional concept and most crucial issues of work and organizational psychology. The study represents the various factors or issues which obstruct in job satisfaction among the academic staff/faculty of some colleges in Patna. The important factors that derive job satisfaction or can create issues if it does not get fulfilled by the organization are job security, pay, working environment, recognition, promotion, relationship with colleague, relationship with seniors. The structure adopted for this study is a combination of Herzberg two-factor theory. The objective of this study is to determine the issues that have an impact on the level of job satisfaction among faculty of some colleges in Patna. For this study the colleges were selected are some government colleges in which there is a mixture of contractual and visiting faculty. The research shows that the faculties of colleges are less satisfied with the job security, work pay, promotion and recognition rather than working environment, relationship with colleague, relationship with seniors.

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INTRODUCTION

Education is the most important component in the life of every person. It is the education by which we differentiate between good and bad person. The growth of any society also depends upon the quality of education. The students are the essential part of the society. In coming days students will take the responsibility for the success of the society. A faculty plays a vital or major role in achieving this goal. Faculties are source of guidance and motivation for the students in their academic life. Faculties will perform their job with more enthusiasm, commitment and concentration when they are satisfied with their job. Job satisfaction, commitment and retention to the colleges are very necessary for the development of any educational institutions. According to Alam Baloch and Santhapparaj job satisfaction has a significant relationship between overall productivity, profitability and performance of the work force. Against this background, colleges and institutions academic staffs are currently facing many challenges in form of inadequate infrastructure, lack of

enabling research environment, disparity in salary and allowances, inconsistent policy implementation between Federal and State governments may well affect their levels of job satisfaction. In fact some of these academics again are of the opinion that communication and decision-making problems exist in their institutions because the superiors take certain decisions without involving them which in turn creates additional negative work environment. According to All India survey on higher education of the year 2014-15. The AISHE declare the number of teacher post wise in universities and its college in Bihar. In Professor Post, there are 2100 male faculty are present. In female there are 391 faculty are present. So, total figure is 2491. Now, In Redear/associate professor post, there are 3751 male faculty are present. In female there are 833 faculties are present. So, the total figure is 4584. Now, In Assistant professor post, there are 11535 male faculty are present. In female there are 2393 faculty are present. So, the total figure is 13928. Now, In Demonstrator/tutor post, there are 719 male faculty are present. In female there are 188 faculties are present. So, the total figure is 907. Next is temporary teacher post, there are 3789 male faculty are present. In female there are 423 faculties are present. So, the total figure is 4212. And, the last is visiting faculty post, there

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are 724 male faculties are present. In female there are 332 faculties are present. So, the total figure is 1056.

Table 1. (Post wise number of teachers in universities and its colleges in Bihar)

Designation	Male	Female	Total
Professor	2100	391	2491
Reader/associate professor	3751	833	4584
Assistant professor	11535	2393	13928
Demonstrator/tutor	719	188	907
Temporary teacher	3789	423	4212
Grand total	21894	4228	26122
Visiting faculty	724	332	1056

Objective of the study

The main objective of the research is

- To study the job satisfaction level of the faculties of some colleges in Patna.
- To study the factor that determines the levels of job satisfaction among faculties.

Importance of the research

This study will help the colleges to get a clear perspective in understanding an attitude of the faculties and it can be a helpful in efforts regarding job satisfaction and retention towards colleges.

Literature review

Job satisfaction refers to the general attitude of employees towards their job. Job satisfaction probably is the most widely studied variable in OB. When the attitude of an employee towards his or her job is positive, there exists job satisfaction. Dissatisfaction exists when the attitude is negative. According to Robbins and Judge (2013) described job satisfaction as positive feelings about a job, resulting from an evaluation of its characteristics. A person with high level of job satisfaction holds positive feeling about his or her job, while a person with a low level holds negative feelings. Job satisfaction can be influenced by a variety of factors. According to Opkara (2002) stated that factors such as pay, the work itself, supervision, relationships with co-workers and opportunities for promotions have been found to contribute to job satisfaction. According to Gibson, James, Ivancevich, John, and Donnelly, James, (2000), job satisfaction may be defined as an individual's expression of personal well-being associated with doing the job assigned. Job satisfaction depends on the level of intrinsic and extrinsic outcomes and how the job holder views those outcomes. These outcomes have different values for different people. According to Cheung and Scherling (1999) say job satisfaction or dissatisfaction is a function of intrinsic and extrinsic rewards (outcomes) offered by the job. If employees feel challenged, interested and enthused by the task at hand, they will be happy and satisfied because they innately believe that what they do is indeed value adding. On the other hand, if employees feel discouraged, disinterested and unenthused by the task at hand, they will be unhappy and dissatisfied, because they don't see any tangible value in them doing the job.

Determinant of job satisfaction

Herzberg's two-factor theory

Herzberg's Two-Factor theory was used as a framework for this study. Herzberg's two-factor theory is concerned with factors that are responsible for job satisfaction and job

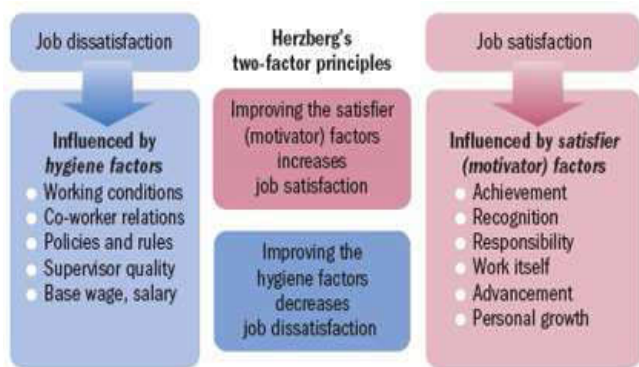
dissatisfaction. His two factor theory was derived from Abraham Maslow's hierarchy of needs. He conducted a widely reported motivational study following Maslow's model using 203 Accountants and Engineers employed by firms in and around Pittsburgh, Pennsylvania, USA which he tagged —what do people want from their jobs? Herzberg (1967) argued that an individual's relation to his work is a basic one and that his attitude to his work can determine his success or failure. Subjects were asked to relate times when they felt exceptionally good or exceptionally bad with their present job or any previous job. Responses to the interviews were generally consistent and revealed that there were two different sets of factors affecting motivation and work. This led to the two-factor theory of motivation and job satisfaction. He categorized the responses and reported that people who felt good about their jobs were different significantly from those who felt bad. Certain characteristics that tend to relate to job satisfaction are achievement, recognition, the work itself, advancement, responsibility and growth; while others that tend to relate to job dissatisfactions are supervision, company policy and administration, working conditions and interpersonal relations (Robbins1988).

Herzberg believed that two separate dimensions contribute to an employee's behaviour at work. Number one dimension is the hygiene factors that involve the presence or absence of job dissatisfaction. These factors are related to job content; they are concerned with job environment and extrinsic to the job itself. They are also known as maintenance factors. They serve to prevent dissatisfaction. These factors include salary/pay, interpersonal relations with supervisors, peer and subordinates, working conditions, company policy and administration, status, security, personal life and supervision. If these factors are poor, work is dissatisfying. When there are good hygiene factors, dissatisfaction is removed. Good hygiene factors simply remove the dissatisfaction and do not cause people to become highly satisfied and motivated in their work. They are needed to avoid unpleasantness at work and to deny unfair treatment. The second dimension of factors is motivating factors. They are the variables, which actually motivate people and influence job satisfaction (Luthans, 2002).

Motivators are high-level needs and they include aspects such as achievement, recognition, work itself, responsibility, advancement or opportunity for growth. When these are absent, workers are neutral toward work but when present, workers are highly motivated and satisfied. These two dimensions of factors influence motivation. They are factors that induce satisfaction on the job and those causing no satisfaction. Hygiene factors concentrate only in the area of job dissatisfaction, while motivators focus on job satisfaction- for instance; interpersonal conflicts will cause people to be dissatisfied and the resolution of interpersonal conflicts will not lead to a high level of motivation and dissatisfaction; whereas, motivators such as challenging assignments and recognition must be in place before employees will be highly motivated to excel at their workplace (Daft, 2000: 540). Herzberg emphasized the importance of job centered factors that increased interest in job enrichment including effort to design jobs which would increase employee's satisfaction.

MATERIALS AND METHODS

This study is an empirical research. A well structured questionnaire was used for collecting data from the colleges.

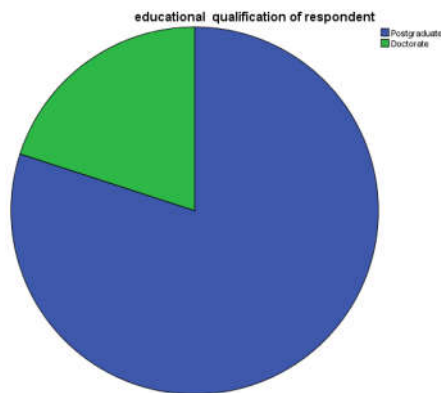


Herzberg's two-factor theory

Fig. 1.

Table 3. Educational qualification of respondent

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Postgraduate	20	80.0	80.0	80.0
Doctorate	5	20.0	20.0	100.0
Total	25	100.0	100.0	



Sampling frame

To achieve the objectives of the study, the sampling frame was drawn from the academics staff of some colleges and institutions in Patna. In addition, sample was drawn on junior and senior academics of these colleges and institutions ranging from the Professors, to the Associate professors, Assistant professor and Guest lecturer. The questionnaires were personally administered to the colleges and institutions for this study.

Sampling technique and size

The study is based on primary data and collected through the convenience sampling technique for my research. Its size is 25.

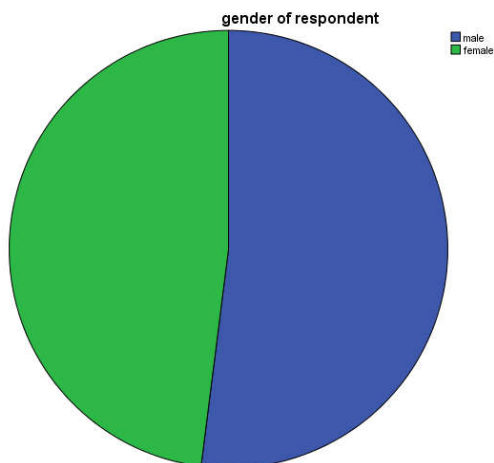
Data analysis and its interpretation

Analysis on the basis of gender

Out of 25 respondents, there are 13 male members and 12 female members are the respondent. In percentage we can say that, 52% are male members and 48% are female members. I have also presented it in a tabular form and in a pie chart also.

Table 2. Gender of respondent

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Male	13	52.0	52.0	52.0
Female	12	48.0	48.0	100.0
Total	25	100.0	100.0	



Analysis on the basis of educational qualification

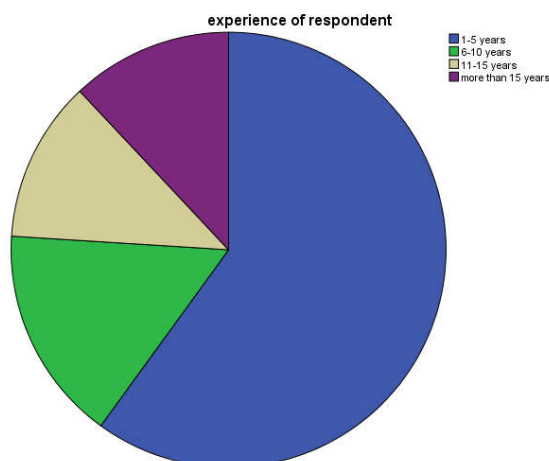
Out of 25 respondents, 20 respondents are postgraduate and 5 respondents are holding doctorate degree. In percentage we can say that 80% are postgraduate and 20 are doctorate. I have also presented it in a tabular form and in a pie chart also.

Analysis on the basis of experience of respondent

Out of 25 respondents, 15 respondents are having 1-5 years of experience, 4 respondents are having 6-10 years of experience, 3 respondents are having 11-15 years of experience and 3 respondents are having more than 15 years of experience. In percentage we can say that 60% respondents are having 1-5 years of experience and 16% respondents are having 6-10 years of experience, 12% respondents are having 11-15 years of experience and 12% respondents are having more than 15 years of experience, out of 100%. I have also presented it in a tabular form and in a pie chart also.

Table 4. Experience of respondent

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
1-5 years	15	60.0	60.0	60.0
6-10 years	4	16.0	16.0	76.0
11-15 years	3	12.0	12.0	88.0
more than 15 years	3	12.0	12.0	100.0
Total	25	100.0	100.0	



Conclusion

The study found that female university teachers are more satisfied with their job than the male Teachers. One thing common in male and female is that both are satisfied with their income per Annum and more than 75% of the respondents opined that handsome salary is job satisfaction. The majority of the respondents also sketches dignity and social status, job Security, job matching with qualifications, physical environment and to work in a desired Profession is job satisfaction. There are many factors that affect the level of job satisfaction but in this study four factor including pay, job security, relationship with coworkers and relationship with supervisor. It is concluded that job satisfaction is the extent to which one feels good about the job. It is a pleasurable state resulting from the appraisal of one's job experience. The level of job Satisfaction may not be homogeneous. It may differ from person to person, place to place, job to Job, and institution to institution. In general, salaries, physical environment, job security, desired Profession, job matching with Academic qualifications, vacations and fringe benefits etc. affect the job satisfaction among the university teachers.

Recommendation

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.

Limitation of the study

This study has been conducted in minimum number of colleges. If data is collected from greater number of colleges the results could be different.

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