

## *International Journal of Scientific Research and Reviews*

### **A Study on Job Satisfaction of Employees in Education Industry**

**Ashima Saxena**

BBA Department, Jagannath International Management School, Kalkaji, New Delhi, India  
Email [ashima.saxena@jagannath.org](mailto:ashima.saxena@jagannath.org), Mob no-9811755664

---

#### **ABSTRACT**

Job satisfaction in regards to one's feeling or state of mind regarding nature of their work. Job can be influenced by variety of factors like quality of one's relationship with their supervisor, quality of physical environment in which they work, degree of fulfillment in their work, etc. Positive attitude towards job are equivalent to job satisfaction whereas negative attitude towards job has been defined variously from time to time. In short job satisfaction is a person's attitude towards job. In this research paper, the level of job satisfaction in education industry has been studied. Primary data is collected with 50 respondents who are involved in teaching. It was seen that

**KEYWORDS:** Job Satisfaction, Education industry, Job Security, Team Spirit.

---

#### **\*Corresponding author:**

**Ashima Saxena**

BBA Department,

Jagannath International Management School,

Kalkaji, New Delhi, India

Email [ashima.saxena@jagannath.org](mailto:ashima.saxena@jagannath.org),

Mob no-9811755664

## **INTRODUCTION**

Different authors give various definitions of job satisfaction. Some of them are taken from the book of D.M. Pestonjee “Motivation and Job Satisfaction” which are given below: Job satisfaction is defined as a pleasurable, emotional, state resulting from appraisal of one’s job. Job satisfaction is defined, as it is result of various attitudes the person hold towards the job, towards the related factors and towards the life in general. According to Pestonejee, Job satisfaction can be taken as a summation of employee’s feelings in four important areas.

1. Job-nature of work (dull, dangerous, interesting), hours of work, fellow workers, opportunities on the job for promotion and advancement (prospects), overtime regulations, interest in work, physical environment, and machines and tools.
2. Management- supervisory treatment, participation, rewards and punishments, praises and blames, leaves policy and favoritism.
3. Social relations- friends and associates, neighbours, attitudes towards people in community, participation in social activity sociability and caste barrier.
4. Personal adjustment-health and emotionality.

Job satisfaction is an important indicator of how employees feel about their job and a predictor of work behavior such as organizational citizenship, Absenteeism, Turnover. Job satisfaction benefits the organization includes reduction in complaints and grievances, absenteeism, turnover, and termination; as well as improved punctuality and worker morale. Job satisfaction is also linked with a healthier work force and has been found to be a good indicator of longevity. Job satisfaction is not synonyms with organizational morale, which the possessions of feeling have being accepted by and belonging to a group of employees through adherence to common goals and confidence in desirability of these goals.

## **LITERATURE REVIEW**

As per Hoffman Miller, “Job satisfaction focuses on three components of organizational behavior: that is cognitive, affective, and behavioral and is widely used to determine overall satisfaction in human capital management”. According to SHRM, there are number of factors that influence job satisfaction and the factors keep on changing from time to time. (SHRM, 2012) Cho & Perry (2012) who say that individuals are get motivated not only when they seek enjoyment in their work, but also add on interest, satisfaction of curiosity, self-expression, and personal challenge in the work. It is seen that people get motivated when they engage in activities to obtain a goal that is separate from the work itself.

Motivation or employee rewards come in various forms such as improving working conditions, providing opportunities for growth, and recognizing employee accomplishments or remuneration, however, using intrinsic motivators like providing a sense of belonging for the employee and recognition of a job well done goes a long way in making them excited about their jobs. Similarly, job enrichment<sup>17</sup>, empowerment and sharing power help some employees feel motivated at work (Honore, 2009, DiPietro et al 2014).

## OBJECTIVES

- To determine the level of commitment faculties have in Education industry.
- To estimate whether the employees have Job Security in Education industry.
- To understand whether employees get adequate opportunities to grow in future.
- To understand whether employees are paid adequate according to their job assigned.

## RESEARCH METHODOLOGY

Data collection: Primary data-The primary data will comprise of information survey directly from the respondent with the help of structured questionnaires.

Secondary data-The secondary data will be collected from internet, journals, newspaper & References from Library.

Sample size: A sample of 50 people is to be taken on the basis of convenience.

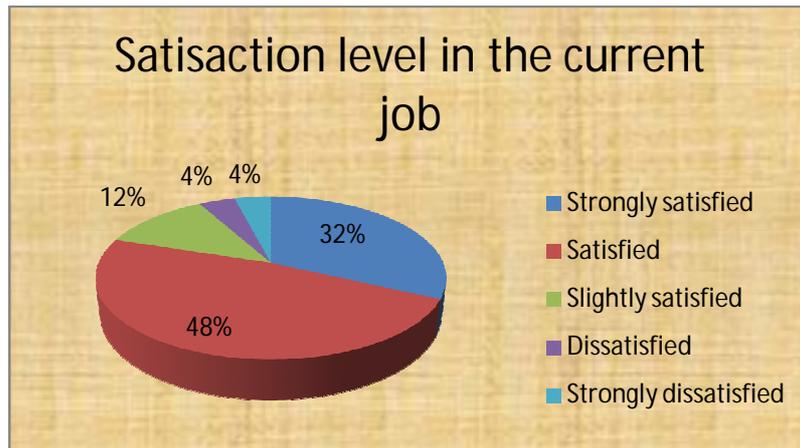
Target Audience: Faculty involved directly with teaching the students.

## ANALYSIS & FINDINGS

1. Responses regarding whether the respondents are satisfied with the present job in the organization

**Table 1: Satisfaction level with present job**

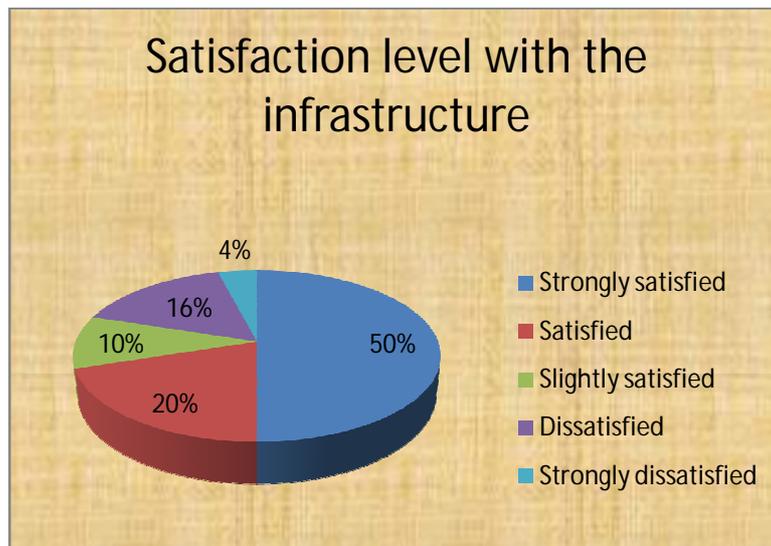
Satisfaction level	No. of respondents	Percentage
Strongly satisfied	16	32
Satisfied	24	48
Slightly satisfied	6	12
Dissatisfied	2	4
Strongly dissatisfied	2	4



**Figure 1: Satisfaction level with present job**

The data shows that 48% employees are strongly satisfied with their present job. The data also shows that 4% are strongly dissatisfied.

2. Responses regarding whether the respondents are satisfied with the infrastructure of organization



**Figure 2: Satisfaction level with the infrastructure**

The data shows the level of satisfaction with the infrastructure of the organization. 50% of the respondents are strongly satisfied with the infrastructure, whereas 4% are strongly dissatisfied

3. Responses regarding whether the respondents are satisfied with the canteen facility provided by organization.

**Table 3: Level of satisfaction with the canteen facility**

Satisfaction level	No. of respondents	Percentage
Strongly satisfied	28	56
Satisfied	9	18
Slightly satisfied	7	14
Dissatisfied	4	8
Strongly dissatisfied	2	4

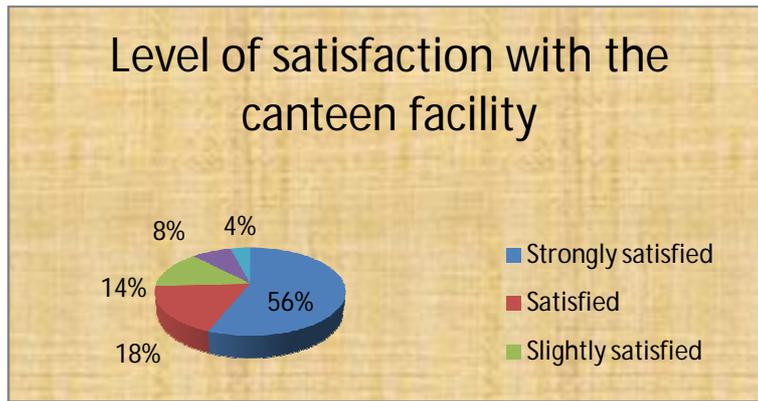


Figure 3: Level of satisfaction with the canteen facility

Above table shows that 56% employees are strongly satisfied with the canteen facility provided by the organization. Only 4% employees are strongly dissatisfied with canteen facility.

- Responses regarding whether the respondents are satisfied with the implementation of rules and regulations.

Table 4: Level of satisfaction with the implementation of rules and regulations.

Satisfaction level	No. of respondents	Percentage
Strongly satisfied	22	44
Satisfied	18	36
Slightly satisfied	4	8
Dissatisfied	6	12
Strongly dissatisfied	0	0

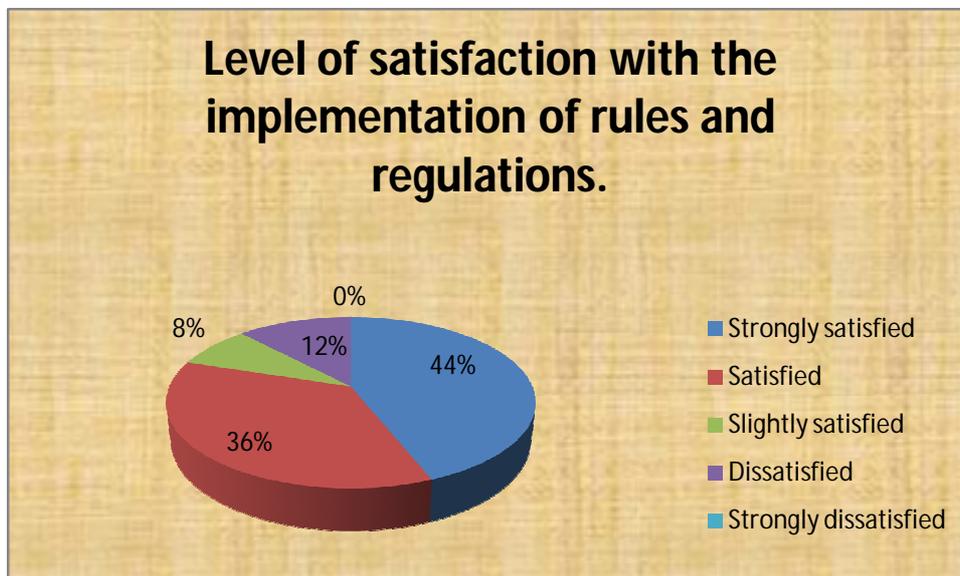


Figure 4: Level of satisfaction with the implementation of rules and regulations.

Above table shows that 56% employees are strongly satisfied with the canteen facility provided by the organization. Only 4% employees are strongly dissatisfied with canteen facility.

- Responses regarding whether the respondents are satisfied with team spirit in the Organization

**Table 5: Satisfaction level with team spirit in the organization**

Satisfaction level	No. Of respondents	Percentage
Strongly satisfied	20	40
Satisfied	11	22
Slightly satisfied	3	6
Dissatisfied	12	24
Strongly dissatisfied	4	8



**Figure 5: Satisfaction level with team spirit in the organization**

Above table shows that 40% employees strongly feels that the team spirit in the organization are most convenient for them. Other 22% employees are satisfied with the team spirit while 24% employees are not much satisfied with the team spirit

6. Responses regarding whether the respondents are satisfied with Job security

**Table 6: Job security**

Satisfaction level	No. of respondents	Percentage
Strongly satisfied	4	8
Satisfied	9	18
Slightly satisfied	8	16
Dissatisfied	6	12
Strongly dissatisfied	23	46

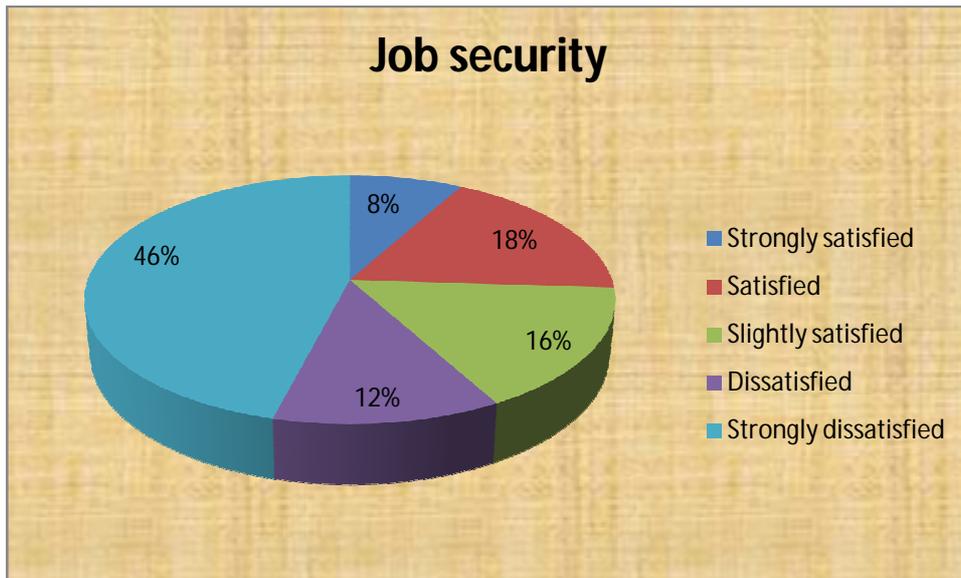


Figure 6: Job security

Above table shows that only 8% employees are strongly satisfied with the job security. And 46% of employees are strongly dissatisfied with the job security provided by the organization.

7. Responses regarding whether the respondents are satisfied with the opportunities of promotions

Table 7: Opportunities of promotions

Satisfaction level	No. of respondents	Percentage
Strongly satisfied	4	8
Satisfied	7	14
Slightly satisfied	3	6
Dissatisfied	13	26
Strongly dissatisfied	23	46

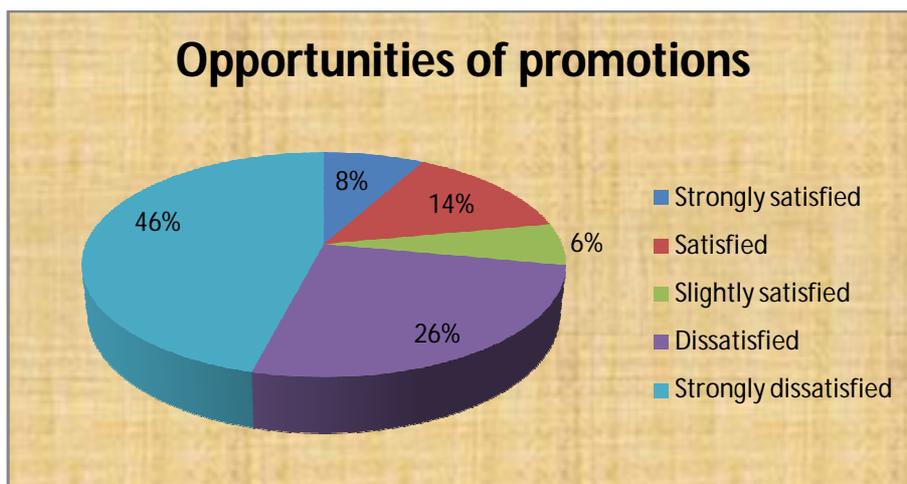


Figure 7: Opportunities of promotions

Only 8% of the employees are satisfied with the opportunities of promotions given by organization. And most of the employees nearly 46% are not satisfied with opportunities of promotions.

## **FINDINGS & INFERENCES**

1. From the above data it is clear that 48% employees are strongly satisfied with their present job and 4% are strongly dissatisfied
2. From the above data collected it is clear that 50% of the respondents are strongly satisfied with the infrastructure, whereas 4% are strongly dissatisfied.
3. Above table shows that 56% employees are strongly satisfied with the canteen facility provided by the organization. Only 4% employees are strongly dissatisfied with canteen facility.
4. Above table shows that 56% employees are strongly satisfied with the canteen facility provided by the organization. On the other hand, only 4% employees are strongly dissatisfied with canteen facility.
5. Above table shows that 40% employees strongly feels that the team spirit in the organization are most convenient for them. Other 22% employees are satisfied with the team spirit while 24% employees are not much satisfied with the team spirit.
6. Above table shows that 40% employees strongly feels that the team spirit in the organization are most convenient for them. Other 22% employees are satisfied with the team spirit while 24% employees are not much satisfied with the team spirit
7. Only 8% of the employees are satisfied with the opportunities of promotions given by organization. And most of the employees nearly 46% are not satisfied with opportunities of promotions.

## **CONCLUSION**

Morale in an organization is an attitude of emotional readiness, which enables an employee to improve his productivity. When an organization motivates its employees to a high degree, resultant morale in the organization will be equally high. Motivation is the process and morale is the product. Therefore, continuous monitoring and improvement of morale is necessary for an organization. In a dynamic environment like the Education industry, it is a challenge to keep pace with new and emerging trends on a continuous basis. The only way to stay afloat and ahead of competition is by creating an environment of continuous learning for the individual and elevating organizational skills. After the analysis of statistical data and findings arrived, it can be concluded that employees of both the schools nurture differential level of satisfaction across organizational variables such as Growth, Payroll System, and other facilities allocated to them in forms of Canteens, transportation etc. Majority of the teachers of both the schools agreed that they were satisfied with their jobs. It can be pointed out that improvement in organizational variables, most particularly, in job security and

convenient working hours, safe working environment, may enhance job satisfaction and morale of employees in both the schools. Regardless of the school status, teacher's qualification or teaching experience, a safe working environment, supportive administration, and involved parents are connected with high levels of teacher satisfaction. Equally important are the teachers' feelings of sovereignty. The results of this study imply that involving teachers in school policy, decisions and giving them some degree of control in their classrooms are associated with high levels of career satisfaction. It is not possible to say, however, whether these factors result in high levels of teacher satisfaction, or whether highly satisfied teachers seek out or create environments that provide them with greater satisfaction. In the end of the conclusion of this research the researcher, want to open this fact that most teachers of both the schools do not share their responses in a sincerely manners. So these insincerely responses of the teachers may affect the results of this research.

## **BIBLIOGRAPHY**

1. Cho YJ, Perry JL. Intrinsic motivation and employee attitudes: Role of managerial trustworthiness, goal directedness, and extrinsic reward expectancy. *Review of Public Personnel Administration*. Dec, 2012;32(4):382-406.
2. Hwang J, Lee JJ, Park S, Chang H, Kim SS. The impact of occupational stress on employee's turnover intention in the luxury hotel segment. *International Journal of Hospitality & Tourism Administration*. Jan 2, 2014;15(1):60-77.
3. Kianto A, Vanhala M, Heilmann P. The impact of knowledge management on job satisfaction. *Journal of Knowledge Management*. Jul 11, 2016;20(4):621-36.
4. Pestonjee DM. *Stress and coping: The Indian experience*. Sage Publications Ltd; 1992.
5. Victor J. Employee job satisfaction and engagement: How employees are dealing with uncertainty. V poročilu raziskave od The Society for Human Resource Management. Alexandria: SHRM. 2012.
6. Topper EF. Job satisfaction in libraries: love it or leave it. *New library world*. May 16, 2008;109(5/6):287-90.