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JOB SATISFACTION AND DEMOGRAPHIC VARIABLES - IS THERE ANY LINK?

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Key words: Demographic variables, job satisfaction, banking sector.

Abstract: This article focuses on the analysis of job satisfaction perceived by the Indian overseas bank employees in Chidambaram and Cuddalore, Tamil Nadu. The employees working in Indian overseas bank were selected for the study. The study indicates that the job satisfaction perceived by the bank employees is medium and the demographic variables such as gender, age, educational qualification, experience, marital status, and income significantly influence the job satisfaction perception of employees.

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Introduction

Job satisfaction results from the employee's perception that the job content and context actually provide what an employee values in the work situation. It can be defined as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience". This positive emotional state is highly contributory to an employee's physical and mental wellbeing. Organizationally speaking high level of job satisfaction reflects a highly favorable organizational climate resulting in attracting and retaining better workers.

Job satisfaction can also be defined as the extent of positive feelings or attitudes that individuals have towards their job. When a person says that he has high job satisfaction, it means that he really likes his job, feels good about it and values his job highly.

It has been established that highly satisfied workers have better physical and mental wellbeing. It is highly debatable as to which one is the cause and which one is the effect but they are correlated. On the other hand, serious job dissatisfaction results in stress and tension which is usually the cause of variety of physiological disorders.

For a meaningful and systematic analysis of the problem encountered a suitable formulation of a methodology for the

study is indispensable. Thus rendering solution to the problem identified. Employees negative or unfavorable attitude towards their jobs are called job dissatisfaction. It is expressed through employees behavior directed towards leaving the job, raising voice and neglecting and shrinking from responsibilities. Hence job satisfaction improves the employees' productivity and reduces their absenteeism and turnover rates.

The study intends to find out the influence of the demographic variables over the job satisfaction perceived by the employees. Also it attempts to understand the job satisfaction perceived by the employees.

Research methodology

Research design. Descriptive research is employed with a view to describe the employee opinion, attitude, feelings towards job satisfaction.

Area of study. The research was conducted at Indian overseas bank employees in Chidambaram and Cuddalore, Tamil Nadu, which is a big organization to enable effective research to be done.

Sample size. The study aims at getting information from 200 employees in all departments which is equivalent to 50% of the total population 1:2.

TABLE 1. OVERALL JOB SATISFACTION PERCEIVED BY THE EMPLOYEES

Level job satisfaction	Frequency	Percent
Low	03	1.5
Medium	77	38.5
High	120	60.0
Total	200	100.0

TABLE 2. JOB SATISFACTION BASED ON SEX AMONG EMPLOYEES IN INDIAN OVERSEAS BANKS

Gender	Mean	SD	Sources	Sum of squares	Means square	F-value	p-value
Male	2.3662	0.51197	Between groups	0.07	0.007	0.027	0.876
Female	2.3793	0.52407	Within groups	52.613	0.266		NS

Source: Primary data.

Note: NS: not significant

The Table 1 indicates that among the total respondents, 60 percent of the employee's state that the job satisfaction is high, and 38.5 percent of the employee state that the job satisfaction is medium and 1.5 percent of the employees state that the job satisfaction is low. Since only minimum number of employees has perceived low level of job satisfaction. Most of the employees have high and medium level of job satisfaction.

Ho: There is no different in job satisfaction among employees in Indian overseas bank based on gender.

Observing the mean value indicate that female has high job satisfaction with the mean value of 2.3793 than the male with the mean value of 2.3662.

ANOVA test was applied to verify the proposed hypothesis. It is found that the F-value is 0.027 and P-value is 0.876. Since the P-value is not significant (NS), the hypothesis is accepted. There is no difference the level of job satisfaction among employees in Indian overseas banks based on gender.

TABLE 3. JOB SATISFACTION BASED ON AGE AMONG EMPLOYEES IN INDIAN OVERSEAS BANK

Years	Mean	SD	Sources	Sum of squares	Mean square	F-value	P-value
<30	2.1818	0.50108	Between groups	4.743	1.581	6.472	0.000*
31-40	2.2436	0.48846					
41-50	2.4462	0.50096	Within groups	47.877	0.244		
Above 50	2.62186	0.49024					

Source: Primary data.

Note: * Significant at 1% level

Ho: There in no different in job satisfaction among employees in Indian overseas banks based on Age.

Observing the mean value indicate that above 50 age groups of them have high level of job satisfaction with mean value of 2.62186, than 41-50 age groups of them with the mean value of 2.4462, than 31-40 age groups of them with mean value of 2.2436 and less than 30 age groups of them having the mean value of 2.1818.

ANOVA test was applied to verify the proposed hypothesis. It is found that the F-value is 6.472 and P-value is 0.000. The result shows that there is significant level of job satisfaction of employees in Indian overseas bank based on age. Since the P-value is significant at 1 percent level. So hypothesis is rejected.

TABLE 4. JOB SATISFACTION BASED ON EDUCATIONAL QUALIFICATION AMONG EMPLOYEES IN INDIAN OVERSEAS BANK

Education	Mean	SD	Sources	Sum of squares	Mean squares	F-value	p-value
Degree	2.3704	0.48744	Between groups	2.763	1.381	5.458	0.05**
Professional	2.1702	0.48090					
Post-graduate	2.4646	0.52125	Within groups	49.857	0.253		

Source: Primary data.

Note: ** Significant at 5% level

Ho: There is no difference in job satisfaction among employees in bank. Based on educational qualification.

Observing the mean value indicate that post graduate employees have high level of job satisfaction with the mean value 2.4646, than degree holders mean value 2.3704 and finally professional holders got mean value is 2.1702.

In order to test the hypothesis ANOVA test was applied. The F-value of 5.458 and P-value of 0.05, since P-value is significant. So hypothesis is rejected at 5 percent level. From the results it is found that there is difference in job satisfaction level among employees in Indian overseas bank.

TABLE 5. JOB SATISFACTION BASED ON EXPERIENCE AMONG EMPLOYEES IN INDIAN OVERSEAS BANK

Experience	Mean	SD	Sources	Sum of square	Mean square	f-value	p-value
<5	2.1538	0.46410	Between groups	4.390	1.463	5.947	0.001*
6-10	2.3294	0.49733					
11-15	2.3944	0.5204	Within groups	48.230	0.246		
Above 15	2.7778	0.42779					

Source: Primary data.

Note: * Significant at 1% level

Ho: There is no difference in job satisfaction among employee in Indian overseas banks based on experience.

To study whether the job satisfaction based on experience among employees in Indian overseas bank. The mean value indicate that 2.778 than the above 15 years of experienced got high level of job satisfaction, than 11 to 15 years of experienced with mean value of 2.3944 than 6 to 10 years of experienced with mean value of 2.3294 and finally

than mean value is less than 5 years of experienced are 2.1538.

In order to test stated the hypothesis. ANOVA test was applied. It is found that the F-value of 5.947 and P-value of 0.001. Hence the hypothesis gets rejected at 1 percent level. From the results it is observed that there is difference in job satisfaction among employees in Indian overseas bank based on experience.

TABLE 6. JOB SATISFACTION BASED ON MARITAL STATUS AMONG EMPLOYEES IN INDIAN OVERSEAS BANKS

Marital status	Mean	SD	Sources	Sum of square	Mean square	f-value	p-value
Married	2.4024	0.52689	Between groups	1.142	1.142	4.393	0.037**
Unmarried	2.1935	0.40161	Within groups	51.478	0.260		

Source: Primary data.

Note: ** Significant at 5% level

Ho: There is no different in job satisfaction among employee in Indian overseas banks based on marital status.

Status since the p-value is significant at 5 percent level. So the hypothesis is rejected. Observing the mean value indicate the married have high job satisfaction with the mean value of 2.4024 and also with least standard deviation

and low among the unmarried with the mean value of 2.1935.

To verify the formulated hypothesis ANOVA test was applied. It is shown that the F-value is 4.393 and P-value is 0.037. It is concluded that level of job satisfaction experienced by the married and unmarried varies significant.

TABLE 7. JOB SATISFACTION BASED ON INCOME AMONG EMPLOYEES IN INDIAN OVERSEAS BANKS

Income	Mean	SD	Sources	Sum of square	Mean square	f-value	p-value	
<10000	1.9474	0.22942	Between groups	6.104	2.035	8.573	0.000*	
10001-15000	2.3371	0.49872						
1500-20000	2.4203	0.52597	Within groups					
Above 20001	2.6957	0.47047						

Source: Primary data.

Note: * Significant at 1% level

Ho: There is no different in job satisfaction among employee in Indian overseas banks based on income.

The mean value shows that the job satisfaction is high among the employees in the income level of above 2001 with the mean value of 2.6957 and low among the employees in the income level of 15001-20000 and they also have least mean value.

To prove the proposed hypothesis ANOVA test was performed and it is found that the F-value is 8.573 and P-value is 0.000. The result shows that there is significant difference in the job satisfaction experienced by the employees in Indian overseas banks based on income. Since the P-value is significant at 1 percent level. Thus the hypothesis is rejected.

Managerial implications

The study implies that the overall job satisfaction perceived by the bank employees is medium. The demographic variables like age, education, experience, marital status and income significantly influence the job satisfaction perceived by the employees. It is also observed

only gender of the employees does not significantly contribute for the job satisfaction perceived by the employees.

Conclusion

The present study reveals that majority of the employees' perceived only high and medium job satisfaction. So the organization must identify the factors, which lead to poor job satisfaction. And also take action towards the job satisfaction. Because poor job satisfaction may result in less productivity and it is injurious for the employees as well as for the organization. The demographic factors also significantly contribute for the high perception of job satisfaction. So employees have to identify the factors and take measures to improve job satisfaction.

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