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A STUDY ON JOB SATISFACTION OF EMPLOYEES OF GOVERNMENT SCHOOLS AND PRIVATE SCHOOLS IN JAGDALPUR

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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 once relationship with their supervisor, quality of physical environment in which they work, degree of fulfillment in their work, etc. Job satisfaction is an attitude which results from balancing and submission of many specific likes and dislikes experienced in connection with the job- there evaluation may rest largely upon once success or failure in the achievement of personal objectives and upon perceived combination of the job and combination towards this ends. There are numerous reasons why employees can become discouraged with their job and resign, including high stress, lack of communication within the company, lack of recognition, or limited opportunity for growth. Management should actively seek to improve these factors if they hope to lower their turnover rate. Even in an economic downturn, turnovers in an expense best avoided. In contemporary times psychology has come to play an important part in many aspects of human activities. More and more emphasis is being put on the mental well-being of people in order to enhance productivity this trend can be witnessed in top sports (sports psychologists) or in day-to-day working life(human resource management). The main objective of measuring job satisfaction is to know the satisfaction levels of employees on various factors and give suggestions for improving the same and to find the significance difference in the satisfaction level between employees of private schools and government schools in Jagdalpur.

KEYWORDS

job satisfaction, school employees.

INTRODUCTION

JOB SATISFACTION

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 once relationship with their supervisor, quality of physical environment in which they work, degree of fulfillment in their work, etc. it express the amount of agreement between one's expectation of the job and the reward that the job provides.

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.

Job satisfaction is an attitude which results from balancing and submission of many specific likes and dislikes experienced in connection with the job- there evaluation may rest largely upon once success or failure in the achievement of personal objectives and upon perceived combination of the job and combination towards this ends.

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. Other believes it is not as simplistic as these definitions suggest and instead that multidimensional psychological responses to one's job are involved. Researchers have also noted that job satisfaction measure vary in the extent to which they measure feelings about the job.

However, more comprehensive approach requires that many factors are to be included before a complete understanding of job satisfaction can be obtained. Such factors like employee's age, health, temperature, desire and level of aspiration should be considered. Further his family relationship, social status, recreational outlets, activity in the organization etc. contribute ultimately to job satisfaction.

Job satisfaction, thus, is the result of various attitude possessed by an employee. In a narrow sense, these attitudes are related to the job under condition with such specific factors such as wages, supervisor of employment, condition of work, social relation on the job, prompt settlement of grievance and fair treatment by employer.

FACTORS INFLUENCING JOB SATISFACTION

The major factors influencing job satisfaction are presented below:

SUPERVISION

To a worker, supervision is equally a strong contribution to the job satisfaction as well as to the job dissatisfaction. The feelings of the workers towards his supervisors are usually similar to his feelings towards the company. The role of supervisor is a focal point for the attitude formation. Bad supervision results in absenteeism and labour turnover. Good supervision results in higher production and good industrial relations.

COWORKER

Various studies had traced this factor of intermediate importance. One's associate with others had frequently been motivated as a factor in job satisfaction certainly, this seems reasonable because people like to be near their friends. The workers derive satisfaction when the coworkers are helpful, friendly and cooperative.

PAY

Studies also show that most of the workers felt satisfied when they are paid more adequately to the work performed by them. The relative important of pay would probable changing factor in job satisfaction or dissatisfaction.

AGE

Age has also been found to have a direct relationship to level of job satisfaction of employees, in some group job satisfaction is higher with increasing age in other group. Job satisfaction is lower and in other there is no difference at all.

MARITAL STATUS

Marital status has an important role in deciding the job satisfaction. Most of the studies have revealed that the married person finds dissatisfaction in his job then his unmarried counterpart. The reasons started to be are that wages were insufficient due to increased cost of living, education to children etc.

EDUCATION

Studies conducted among various workers revealed that most of the workers who had not completed their schools education showed higher satisfaction level. However, educated worker felt less satisfied in their job.

WORKING CONDITION

The result of various studies shows that working condition is an important factor. Good working atmosphere and pleasant surroundings help increasing the production of industry. Working condition is more important to women workers than men.

OBJECTIVE OF THE STUDY

1. To study the overall job satisfaction of employees of private schools and government schools in Jagdalpur.
2. To Measure the satisfaction levels of employees on various factors and give suggestions for improving the same.
3. To find the significance difference among married and unmarried employee with respect to job factor.
4. To find the significance difference among male and female employees with respect to job factors.
5. To find the significance difference in the satisfaction level among employees of private schools and government schools in Jagdalpur.

LIMITATIONS OF THE STUDY

1. Some of the respondents were not responding to some of the questions.
2. Due to time constraint the researcher was not able to complete the project to desired level.
3. It was difficult to approach some teachers as they had a busy schedule due to yearly exams.
4. Some of the schools authority took time to respond to my request regarding permission to contact their employee.

A SNAPSHOT OF THE CURRENT HIGHER EDUCATION SECTOR IN INDIA

- India has a total of 610 universities. 43 central universities, 299 state universities, 140 private Universities, 128 deemed universities and 5 institutions established through state legislation, 30 Institutions of National Importance
- There are 45 technical institutes, 13 management institutes, 4 information technology institutes, 6 science and research institutes and 3 planning and architecture institutes
- Currently, the Government spends around 3.8% of its GDP on education
- According to the 2011 census, the total literacy rate in India is 74.04% compared to the world average of 83.4% (2008)
- The female literacy rate is 65.46 % and male literacy rate is 82.14 %
- FDI inflows in the education sector during May 2012 stood at \$31.22 million.

Education, across the spectrum, can be a profitable business, if operations are managed efficiently. Indian Education companies have been reporting substantial growth in the last 5 years with several new ventures mushrooming thick and fast. Growth in the private education market has largely been a function of India's GDP and population growth coupled with increasing household income and increasing demand for quality education. India will require 6.0mn more teachers by 2020 to attain the world average in terms of student teacher ratio. This would mean a requirement to train 0.75mn teach.

Various schools were selected for the survey. Schools include private schools and government schools in which private schools were Vidya Jyoti Schools, Nirmal Vidhyalay, Bal Vihar Schools and Deepti Convent and government schools were Kendriya Vidhyalay and Bastar high schools.

THE PROFILES OF ABOVE MENTIONED SCHOOLS ARE AS FOLLOWS

**VIDYA JYOTI SCHOOLS
(YEAR OF ESTABLISHMENT 2000)**

The school is under the management of the C.M.I fathers of Nirmal Province, Jagdalpur society. The Carmelites of Mary Immaculate society of which the CMI fathers are member are engaged in educational, social and other forms of service to humanity.

The school is under the guidance of Fr. Santosh, principal, Vidya Jyoti and experienced and skilled faculty.

Vidya Jyoti is a secondary, higher secondary schools whose faculty rating of 3.06 out of 5. Vidya Jyoti is a co-ed school and has total enrolment of 455 students.

Vidya Jyoti School is located near Geedam Road. It is endowed with a calm, quiet and peaceful atmosphere. The schools provide hygienic and adequate sanitary facilities. The infrastructure consist of four storied with well furnished and ventilated rooms.

**NIRMAL VIDYALAY
(YEAR OF ESTABLISHMENT 9TH NOVEMBER 1972)**

Nirmal Vidyalay which was founded by Fr. Michael Munnathanath is under the guidance of Fr. Mathew, principal, Nirmal Vidyalay and skilled faculty. The schools is registered to the government of Chhattisgarh and managed by the Catholic Diocese of Jagdalpur.

Nirmal Vidhyalay is secondary, higher secondary schools whose faculty rating of 3.2 out of 5, is a co-ed schools and has total enrolment of 457 students.

Nirmal Vidyalay is located near Lal bagh, Jagdalpur. It is endowed with a calm and peaceful atmosphere. The schools provide hygienic and adequate sanitary facilities. The infrastructure consist of three storied with well furnished and ventilated rooms.

The school provides bus facility, computer lab, biology physics and chemistry lab, co-curricular activity like dance, music, art and crafts. Other facilities like play ground, physical exercise and advance library.

**DEEPTI CONVENT
(YEAR OF ESTABLISHMENT 1992)**

Deepti convent is under the guidance of Sr. Maria principal, Deepti Convent and was founded by Fr. Thomas Kurialacherry. The school is registered under 29/30 Majority Right.

Deepti convent is secondary, higher secondary schools whose faculty rating of 3.9 out of 5, is a co-ed schools and has total enrolment of 521 students.

The school provides bus facility, computer lab, biology physics and chemistry lab, co-curricular activity like dance, music, art and crafts. Other facilities like play ground, physical exercise and advance library.

Deepti convent is located near Aghanpur, Dhrampura. It is endowed with a calm and peaceful atmosphere. The schools provide hygienic and adequate sanitary facilities. The infrastructure consist of three storied with well furnished and ventilated rooms.

**GOVERNMENT MULTIPURPOSE HIGHER SECONDARY SCHOOLS
(YEAR OF ESTABLISHMENT 1981)**

GMHSS is one of the oldest schools in Bastar District of Chhattisgarh, India. This was a complete boy's school at one point of time. Now it has been converted under co-education institute. This school has provided notable personalities to the society since its inception.

The school provides computer lab, biology physics and chemistry lab, co-curricular activity like dance, music, art and crafts. Other facilities like play ground and physical exercise.

GMHSS is secondary, higher secondary schools whose faculty rating of 3.1 out of 5, is a co-ed schools and has total enrolment of 560 students. GMHSS is situated near hatha ground which is in the center of the Jagdalpur city. GMHSS is a multipurpose school which provides wide range of courses.

**BAL VIHAR
(YEAR OF ESTABLISHMENT 2000)**

Bal Vihar Vidyalay Jagdalpur was established in the year 2000. The management of bal Vihar Vidyalay is pvt. Unaided

The coeducation status of Bal Vihar Vidyalay is co-educational. The residential status of Bal Vihar Vidyalay is no. And the residential type of Bal Vihar Vidyalay is not applicable. The total number of students in Bal Vihar Vidyalay Jagdalpur is 65. The total number of teachers in Bal Vihar Vidyalay Jagdalpur is 54. The medium of instruction in Bal Vihar Vidyalay is Hindi.

The schools provide hygienic and adequate sanitary facilities. Other facilities like play ground, physical exercise and advance library are also provided to the students.

**KENDRIYA VIDYALAY
(YEAR OF ESTABLISHMENT 1989)**

Kendriya Vidyalay was founded by Kendriya Vidyalay Sangathan.

KV is registered under the Act of Ministry of Human Resource and Development, government of India, New Delhi. The vidyalayas are being developed as quality vidyalayas with some of the useful features of popular residential Vidyalayas, without making the schooling very expensive.

The school provides computer lab, biology physics and chemistry lab, co-curricular activity like dance, music, art and crafts. Other facilities like play ground and physical exercise.

KV is located in kumhar par, Raipur road. It is endowed with a calm and peaceful atmosphere.

RESEARH METHODOLOGY

The methodology followed for conducting the study includes the specification of research design, sample design, questionnaire design, data collection and statistical tools used for analyzing the collected data.

RESEARCH DESIGN

The research design used for this study is of the descriptive type. Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual or a group.

SAMPLE SIZE

The sample size consisting of 60 respondents were selected for the study.

SAMPLING DESIGN

Since it is difficult to contact the entire population, sampling technique was adopted. The employees were interviewed using convenience sampling techniques.

QUESTIONNAIRE DESIGN

Questionnaire was designed in consultation with the teacher in charge, in such a manner that it would facilitate the respondent to reveal maximum information.

DATA COLLECTION

Primary data: questionnaire, personal meetings, method with the concerned persons was used to collect primary data.

Secondary data: The required secondary data was collected from books, website and other publication available in the college library.

DESCRIPTIVE STATISTICS

Table showing descriptive statistics.

Particular	Satisfied		Neutral		Dissatisfied	
	government	private	government	private	government	private
Working environment and nature of work	78%	96%	8%	2.5%	13.5%	1.5%
Relationship with superior and colleagues	83%	83%	12%	15%	5%	2%
Pay and promotion	79%	40%	10%	12%	11%	48%
Communication and motivation.	74%	81%	19%	14%	7%	5%
Job factors	89.5%	93%	8%	7%	2.5%	0%
Welfare Facilities	60%	81.67%	12.5%	14.25%	27.5%	4.08%

Table showing descriptive statistics of level of satisfaction of male respondents.

Particular	Satisfied	Neutral	Dissatisfied
Working environment and nature of work	85.8%	5.4%	8.7%
Relationship with superior and colleagues	85.11%	12.88%	2.07%
Pay and promotion	40.54%	14.18%	31.72%
Communication and motivation	80.6%	15.8%	3.47%
Job factors	80.1%	15.9%	4%
Welfare Facilities	65.49%	15.5%	19.1%

Table showing descriptive statistics of level of satisfaction of female respondents.

Particular	Satisfied	Neutral	Dissatisfied
Working environment and nature of work	91.4	4.3%	4.3%
Relationship with superior and colleagues	91.2%	4.4%	4.4%
Pay and promotion	67.42%	10.85%	21.75%
Communication and motivation	90.08%	6.81%	3.1%
Job factors	80.1%	15.9%	4%
Welfare Facilities	77.15%	15.2%	7.6%

Table showing descriptive statistics of difference between the level of satisfaction between married and unmarried employee.

Particular	Satisfied		Neutral		Dissatisfied	
	Married	Unmarried	Married	Unmarried	Married	Unmarried
Working environment and nature of work	86.4%	91.3%	10.4 %	8.7 %	3.2%	0
Relationship with superior and colleagues	88.2%	88.4%	7.4%	12.6%	4.4%	0
Pay and promotion	80.6%	90.5%	5.4%	8.2%	14%	1.3%
Communication and motivation	92.4%	90.3%	4%	6.4%	3.6%	3.3%
Job factors	80.7%	88.4%	10.3%	11.6%	9%	0
Welfare Facilities	79.1%	82.3%	2.3%	10.3%	18.6%	7.3%

FINDINGS

The descriptive statistics table helped me to derive satisfaction level of employee on various factors:

- The respondents were satisfied with the environment and nature of work factor. Private schools employees were more satisfied as compared to government schools respondent as the average percentage of level satisfaction towards environment and nature of private schools employee is more than government schools employee.
- The respondent's relationship with the superior and colleagues are good for both government employee and private employee.
- The private schools respondent are not provided with good pay and promotion that's the reason the average percent is 40% where as government schools employee are provided with good pay and promotion that's the reason the average percent is 79%.
- Communication and motivation are quite good in both the organization.
- The respondents are overall satisfied with their job, but the level of satisfaction of private school employees is tad bit more than government schools employees.
- Private schools employees were highly satisfied with facilities like refreshment facility, personal welfare facility, parking facility and first aid facility while government schools employees were less satisfied with such facility provided to them.
- Female employees were more satisfied as compared male employee.
- Unmarried employees were more satisfied than married employee.
- Thus, private schools employees were tad more satisfied with various factors like working environment, communication and motivation, job factors and various facilities as compared to government schools employee. Both the sector employees were equally satisfied with few factors like relationship with superior etc.

SUGGESTIONS

From my project experience, I would like to give the following suggestions.

- The private schools employees are not satisfied with their salary, as the cost of living is increasing day by day so, the salary provided to them must be increased.
- The government schools employees are not satisfied with the available refreshment facilities in the organization, so the authority must consider this too.
- The government schools employees are not satisfied with the rest room and wash room facility provided to them so, it must be improved in government schools
- Separate health care benefits must be provided to the private schools employees.
- Proper training facilities to government employees must be provided regarding their subjects.
- More incentives must be provided to married employee like transport benefits, health benefits, education facility to their children.

CONCLUSION

Job satisfaction is the favorableness with which the employee views his work. It expresses the amount of agreement between once expectation of the job and the rewards that the job provides. Job satisfaction is part of life satisfaction. The nature of one's environment of job is an important part of life as a job satisfaction influences one's general life satisfaction.

Job satisfaction, thus, is the result of various possessed by an employee. In a narrow sense, these attitudes are related to job under condition with such specific factors such as wages.

In private schools if we look overall satisfaction of employees it comers nearly 75% of the employee are fully satisfied with their job and working environment. In private schools most of the employees are dissatisfied with the pay and promotion.

In government schools if look overall satisfaction of employee it comes nearly 70% of the employee are satisfied with their pay, promotion and job. In government schools some of the employees are dissatisfied by the welfare facilities and facilities like refreshment facility rest room facility etc.

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