

**LEVEL OF JOB SATISFACTION AMONG THE
MULTINATIONAL COMPANY PROFESSIONALS WITH
CHOICE AND WITHOUT CHOICE - A COMPARATIVE
STUDY**

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ABSTRACT

The aim of the study was to find out the level of Job Satisfaction among the Multinational company employees who have chosen their career with choice and without choice. It was hypothesized that (i) There will be significant difference in the level of job satisfaction between the two groups of multinational company professionals who have chosen their career with choice and without choice. Between- groups design was used for the study. 30 MNC employees chosen their career with choice and 30 without choice, with 8-10 years of work experience, using purposive sampling technique. Job satisfaction Scale by Dr.Amar Singh and Dr. T.R. Sharma was used to gather the required information and analyzed by using “t” test in order to find out the significant mean difference between the two groups. The findings revealed that there is a significant difference in the level of Job satisfaction between the two groups of MNC employees chosen their career viz., with choice and without choice.

Keywords: Job Satisfaction, corporate employees, Choice of career.

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Job satisfaction describes how content an individual is with his \ her job. The happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance job satisfaction and performance; methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups. Job satisfaction is a very important attribute which is frequently measured by organizations. One of the biggest preludes to the study of job satisfaction was the Hawthorne studies. These studies (1924-1933), primarily credited to Elton Mayo of the Harvard Business School, sought to find the effects of various conditions (most notably illumination) on workers' productivity. It is interesting to find that some of the organizations, in spite of the overemphasis on the importance of human resources management in an organization, still pay less attention to the importance of job satisfaction. Due to lack of job satisfaction, most organizations either perform badly or lose skilled employees to other organizations with strong human resource policies. The organizations need to take note that "A happy employee is a happy customer."

Job satisfaction is a result of employees' perceptions of how well their job provides those things that are viewed as important. It is seen as the emotional response to a job situation. According to literature, job satisfaction can be described under three dimensions:

- Job satisfaction as seen in the manner in which the employees react and respond to the job situation.
- Job satisfaction being determined by how outcomes meet or exceed expectations.

- Job satisfaction represents several related attitudes.

Most organizations' employees are affected by the first dimension. They may feel happy or frustrated and decide to stay or quit in the job. Job dissatisfaction affects both the organization and the employees negatively. As a result of employee dissatisfaction, the organization is affected through poor customer service, quality production and profitability. Lack of dedication and commitment; lack of innovative thinking; and high labor turnover, on the other hand, are the results of job dissatisfaction on the side of the employees. The two combined result in poor performance and low profitability of the organization, Job satisfaction is also seen as a psychological satisfaction which employees derive from performing a job. Performance of the job by an employee also requires that his/her expectations and aspirations in terms of reward, considerations and fulfillment of his/her needs, etc. be met. If these are fulfilled, he/she will be satisfied with the outcome of job performance and greater job satisfaction would generally motivate the employees in performing their tasks more efficiently and that results in company productivity.

According to Herzberg's *Two Factor Theory*, job satisfaction is associated with conditions surrounding the job, for example, working conditions, pay, security, quality of supervision, relation with others, rather than the work itself. However, these factors prevent negative reactions. They are normally referred to as hygiene factors. Satisfaction is associated with factors that have to do with work itself or to outcomes directly derived from it, for example, the nature of the job, achievement in the work, promotion opportunities and chance for personal growth, and recognition. These factors are associated with high levels of job satisfaction;

REVIEW OF LITERATURE

***Job Satisfaction of University Employees**

Job satisfaction is the result of various attitudes possessed by an employee towards his job. These attitudes may be related to job factors, such as wage, job security job environment, nature of work, opportunities for promotion, prompt removal of grievances, opportunities of participation in decision making and other fringe benefits. Job satisfaction may thus be defined as an attitude which results from a balancing and summation of many specific like and dislikes experienced by an employee in the performance of his job; or an employee's judgment of how well his job, on the whole, provides opportunities to satisfy his needs. It refers to one's job, his general adjustment and social relationship in and outside his job. This satisfaction and dissatisfaction with one's job depends upon the positive or negative evaluation of one's own success or failure in the realization of personal goals and perceived contribution of the job to it. Universities are the center for imparting higher Education. Universities in the modern world are expected to seek and cultivate new knowledge provide the right kind of leadership in all walks of life and strive to promote equality and social justice. The Universities in India. However have to shoulder some additional responsibilities. They have to be conscience to the nation, develop programme for adult education assist in improving schools, and try to bring back the center of gravity of academic life within the country.

***Factors affecting student career choice in science: An Australian study of rural and urban schools** In 1990/91, a research study was undertaken in England on the Factors Affecting Schools' Success in Producing Engineers and Scientists (FASSIPES). This study was conducted by Brian Woolnough at the Oxford

University Department of Educational Studies, in conjunction with the Institute of Physics and the Institution of Electrical Engineers and National Power (Woolnough, 1991, 1994; Woolnough et al., 1997). Principally, Woolnough attempted to ascertain why young people chose to pursue a career in the physical sciences and engineering. In addition, characteristics of schools which appeared to influence students to pursue a study of science were investigated. A number of countries have since replicated this study as an international research cooperative and the National Key Centre for School Science and Mathematics, Curtin University of Technology, Perth, Western Australia participated on behalf of Australia.

*Another study explored the job satisfaction level experienced by eighty-seven registered nurses from northern Minnesota who have chosen a career in nursing. The major concern in this descriptive – correlational study was to determine whether nurses who are happy with their career choice are having greater job satisfaction than nurses who are unhappy with their career choice. The major findings are as follows: 1) seventy-four percent of the 87 participants agreed they made a good career decision; 2) sixty-three percent of those same 87 nurses agreed salary, when measured alone, does contribute heavily to job satisfaction; and 3) the more satisfied the nurses were with their career, the less salary mattered. This study found that being happy with their career choice is not related to the amount of general job satisfaction that they will experience throughout their career as a nurse.

Job Satisfaction among Mid-Career Police Officers

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Australia.

This paper examines the level of job satisfaction among a group of Australian police officers 9–10 years after commencing training. Drawing on a longitudinal study of police recruits and a follow-up study, the paper tracks the careers of the cohort and compares their level of job satisfaction and turnover intentions over time. A paradoxical finding is that mid-career police officers who remained in the job were highly satisfied with their choice of policing as a career but quite dissatisfied with the police organization and their systems of performance evaluation and promotion. Nearly half of the officers were seriously considering leaving the job. These results suggest that in order to retain experienced officers, police organizations need to support officers in their work and career development and improve their working conditions, especially during periods of organizational change.

***African American Female Physicians in South Carolina: Role Models and Career Satisfaction 10/01/2000; South Med J. 2000;93(10)**

This study examined the factors that influenced African American women to select medicine as a career and their satisfaction with their career choice. Of 132 African American female physicians in South Carolina, 62 responded to a survey of open-ended questions about why they chose medicine, what they liked and disliked about their career, and who influenced their decision to become a physician. The majority chose medicine for altruistic reasons and found that medicine provided challenge and the opportunity to make a positive difference. Family members, teachers, and physicians served as the common external influences in their decision to become a physician. Managed care, paper work, and time demands constituted the most disliked aspects of medicine. Altruistic reasons

and/or an interest in science motivated most of these African American female physicians to study medicine. Family members most often were their principal role models.

KEEPING THE ABOVE STUDIES AT THE BACKDROP THIS STUDY HAS BEEN TAKEN UP.

NEED FOR THE STUDY

In a human being's life, he spends his 40% of his life time in work place/working, therefore studying his work environment and how he performs his job and what aspect keeps a man motivated to work has become a major priority of study. Job Satisfaction can be an important indicator of how employees feel about their jobs and a predictor of work behaviors such as organizational citizenship, absenteeism, and turnover. Further, job satisfaction can partially mediate the relationship of personality variables and deviant work behaviors. One common research finding is that job satisfaction is correlated with life satisfaction. In short, the relationship of satisfaction to productivity is not necessarily straightforward and can be influenced by a number of other work-related constructs, and the notion that "a happy worker is a productive worker" should not be the foundation of organizational decision-making. In this modern world which is ruled mostly by the high lifestyles and high and modern culture, the layman is having to cope with the changes and getting adjusted and adapting to this high lifestyle with high cost of living.

In the recent years we have seen the ups and downs of markets and leading to employees being terminated and this has effected all the sectors, due to these changes in the modern uncertain world, people have lost their confidence to persue

their passion and working on how to be secure in the present scenario by working for their livelihood without choice. Hence it is always recommended to guide the youngsters those who are in the process of choosing the job to make appropriate choice which matches their passion, thereby the level of job satisfaction will be certainly at the higher side. Realizing this fact the present research focuses on choosing studying the differences between the employees chosen their career with choice and without choice.

METHODOLOGY

AIM

To study the levels of Job Satisfaction among the Multinational company employees who have chosen their career with choice and without choice

OBJECTIVES

1. To assess differences in the level of job satisfaction among the Multinational employees professionals who have chosen the career with and without choice.

HYPOTHESIS

*There will be significant difference in the level of job satisfaction between the two groups of Multinational employees who have chosen their career with choice and without choice.

Operational definition

Job satisfaction: Job satisfaction can be defined as the pleasure and the state of comfort the employee enjoys by executing responsibilities of his profession. Job satisfaction can be influenced by a variety of factors, eg, the quality of employee's relationship with his superiors, the quality of the physical environment etc.

With choice: refers to the career chosen by the employees as they have the passion and the interest and aptitude for the job irrespective of the monetary benefits.

Without choice: refers to the career chosen by the employees for earning his livelihood, where they didn't have other option or due to other monetary benefits that they gain out of the job, irrespective of their interest and aptitude and interest or due to other financial issues in their personal lives.

Multinational company professionals: Software engineers with 8-10 years of work experience working in a Multinational company.

VARIABLES

INDEPENDENT VARIABLE

Multinational Company Professionals

DEPENDENT VARIABLE

The levels of job satisfaction

SAMPLE:

Purposive sampling technique was used for the present study. As there were two groups of MNC employees viz 1 With Choice 2. Without choice, samples were drawn from two separate backgrounds.

INCLUSION CRITERIA:

- *The sample was collected only from the literate section.
- *The sample was collected from people who were able to communicate in English, Kannada or Hindi languages only.
- * The age group was restricted to 30-40 yrs.

EXCLUSION CRITERIA:

* Sample from illiterate section was not included.

DESIGN:

Between groups design was used for the study.

TOOLS USED:

- Job satisfaction Scale by Dr.Amar Singh and Dr. T.R. Sharma.
- Semi structured interview schedule.

ANALYSIS OF DATA:

Independent samples ‘t’ test was computed.

DISCUSSION:

The aim of the study was to assess the levels of Job Satisfaction between the two groups of MNC employees who have chosen their career with choice and without choice.

The following table reveals the findings of the present study.

	Multinational company employees.	N	Mean	Std. Deviation	Std. Error Mean	‘t’
Jss	With choice	30	71.6000	10.02617	1.83052	3.23**
	Without choice	30	63.4000	9.67970	1.76726	

****significant at 0.01level**

The above table shows the result of job satisfaction between MNC professionals who have chosen their career with choice and without choice.

Independent sample 't' test was computed and the obtained 't' value is **3.23** which is significant at 0.01 level. This indicates that **there is a significant difference in the levels of job satisfaction** between the two groups of MNC professionals' who have chosen their career with choice and without choice. Also when the means of the two groups (with choice and without choice) were compared, it can be seen that MNC employees who chose career with choice scored higher than the MNC employees without choice.

SUMMARY AND CONCLUSION:

The objective of the study was to study the significant differences in the levels of Job Satisfaction among the employees who have chosen their career with choice and without choice. The study revealed that there is a significant difference in the job satisfaction among two groups chosen career with choice and without among MNC professionals.

IMPLICATIONS:

One's satisfaction in their job has become a prime factor in the today's organization and in an individual's life. As per the current research findings, employees spend 40% of their life with their profession. The present study focuses on studying the degree of job satisfaction obtained from the respective professions and also as to why they chose the career that they have chosen and also the reason behind it. Whether it is out of their own choice or without choice. Due to the recent trends and the changing lifestyles, majority of people are after the monetary benefit. To achieve this, people might overlook their interest, aptitude passion etc., which results in poor job satisfaction leading to many emotional disturbances.

In this direction, the findings of the present study may help in identifying the cause for decreased job satisfaction of MNC employees.

LIMITATIONS OF THE PRESENT STUDY:

- The sample size of 30 was not sufficient to generalize the findings of the study.
- Sample was limited to Bangalore.

SUGGESTIONS:

- Other professionals can also be included.
- The rural population can also be included to the study.

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