Job Satisfaction among Non-teaching Staffs of Secondary Schools

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Abstract

Objective: The purpose of this comparative study was to observe the levels of job satisfaction among non-teaching staff of Secondary Schools of Kashmir with reference to gender and marital status.

Methods: A sample of 300 subjects (married=111, unmarried=109 & widow/widower=80) were selected by stratified sampling method. Dubey’s Job Satisfaction Scale (JSS) was used to explore job satisfaction of the sample. After collecting responses on job satisfaction, t-test and ANOVA were applied to explore the difference between the sample groups.

Results: Findings of this study explained that there is a significant difference in job satisfaction between male and female subjects. Moreover, the sample showed a significant difference with marital status.

Conclusion: It can be concluded that the levels of job satisfaction differs among non-teaching staff of Secondary Schools with reference to their gender and marital status.

Implications: Job satisfaction can be enhanced among school staff by maintaining supportive work environment and creating the possible social support and respect.

Keywords: Job satisfaction, working sector, non-teaching, recognition, emotional state and social support


Introduction:

As it is a known fact that secondary schools contain large part of non teaching staff among others. Job satisfaction of non-teaching staff is very important for the progress of an organisation in the long run. It is person’s universal preference towards his or her job (Robbins, 2003, as cited in Lokesh, Patra & Venkatesan 2016). It explains how satisfied an employee is with his job. The common facets of job satisfaction are: appreciation, communication, co-workers, benefits, job conditions, nature of work itself, organization itself, organization policies and procedures, pay, personal growth, promotional opportunities, recognition, security and supervision (Spector, 1997, as cited in Lokesh, Patra & Venkatesan 2016). One of the widely accepted definitions of job satisfactions in the organizational work is that of Locke (1976), who defines job satisfaction as “a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences” (p. 1304). Hoppock defined job satisfaction as “any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job” (Hoppock, 1935). “Job satisfaction is a worker’s sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one’s efforts. Job satisfaction further implies enthusiasm and happiness with one’s work. Job satisfaction is the key ingredient that leads to recognition, income, promotion, and the achievement of other goals that lead to a feeling of fulfillment” (Kaliski,2007).

Objectives: To explore gender difference and difference of marital status on job satisfaction among non-teaching staff of secondary schools.

Hypotheses:
H01. No significant difference will be there in the levels of job satisfaction between male and female non-teaching staff of secondary schools.
H02. No significant difference will be there in the levels of job satisfaction among married, unmarried and widow/widower non-teaching staff of secondary schools.

Participants: This is a cross sectional, comparative study with sample consisted of 300 non-teaching staff of secondary schools working in Kashmir (married=111, unmarried=109 & widow/widower=80). The age of the sample ranged from 26-45 years. Both the genders of the students were included in the sample (male=150 & female=150). Stratified random method of sampling was employed for the selection of the participants.

**Description of Measure:** The Job Satisfaction Scale (JSS) has been developed by Dubey (2009). It consists of 25-item for measuring job satisfaction. Answer for every item is on a five-point scale ranging from 0=Strongly Disagree to 4=Strongly Agree. The scoring of the first 23 items is positive, and the scoring of last 2 items is negative. Test-retest reliability of JSS, with an interval of one month, was found to be 0.64 and split half reliability was 0.72 (Dubey, 2009). The Cronbach’s alphas of job satisfaction scale for the current study were: .69 for the non-teaching staff of secondary schools of Kashmir.

**Demographic Data Sheet:** The researcher constructed a demographic data sheet keeping in view the sample of the study on variables: marital status, age, gender and type of job.

**Results and Discussion**

**Table 1: Mean distribution of job satisfaction between male and female Non-teaching Staff of Secondary Schools**

<table>
<thead>
<tr>
<th>Variable</th>
<th>Gender</th>
<th>N</th>
<th>M</th>
<th>SD</th>
<th>t-value</th>
<th>df</th>
<th>Sig. (2-tailed)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>150</td>
<td>63.81</td>
<td>11.812</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Satisfaction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.508</td>
<td>298</td>
<td>.000**</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>150</td>
<td>56.29</td>
<td>12.660</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>N=300</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Figure 1: Mean scores of male and female subjects on job satisfaction**

The results presented in the table 1 shows that there is a genuine (sig.) difference in the mean scores of job satisfaction among the males and females non-teaching staff of secondary schools working in Kashmir. The mean score of male staff is 63.81, n=150 and SD of 11.812 and female mean score is 56.29, n=150 and SD of 12.660. The mean score of males is higher than the mean score of females (t= 4.508, with df=298, N=300, p<.01 level of significance). Hence the hypothesis (H0) which states that no significant difference will be there in the levels of job satisfaction between male and female non-teaching staff of secondary schools is rejected. Thus it can be concluded that job satisfaction level significantly varies between male and female non-teaching staff of secondary schools. The observations of the study are supported by numerous findings such as Muhangi, G. T. (2017) conducted a study to investigate self-efficacy, job satisfaction and turnover intentions among Secondary School Teachers. The results revealed that male teachers had a stronger sense of school context teacher self-efficacy than females. There was a significant difference between gender and intrinsic satisfaction. Male teachers had a significantly higher mean score on intrinsic job satisfaction and job itself intrinsic satisfaction than female teachers.

Table 2: Distribution of non-teaching staff (sample) (number and percentage) according to marital status:

<table>
<thead>
<tr>
<th>Marital Status</th>
<th>Frequency</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td>111</td>
<td>37.00</td>
</tr>
<tr>
<td>Unmarried</td>
<td>109</td>
<td>36.33</td>
</tr>
<tr>
<td>Widow/Widower</td>
<td>80</td>
<td>26.67</td>
</tr>
<tr>
<td>Total</td>
<td>N=150</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Table 3: F-ratio of job satisfaction among married, unmarried and widow/widower non-teaching staff of secondary schools:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Sum of Squares</th>
<th>Df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Satisfaction</td>
<td>Between Groups</td>
<td>13538.156</td>
<td>2</td>
<td>893.036</td>
<td>6.226</td>
</tr>
<tr>
<td></td>
<td>Within Groups</td>
<td>2659.355</td>
<td>297</td>
<td>28.598</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>16197.511</td>
<td>299</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**. Sig. at 0.01 level of sig.

The results presented in the table 3 reveal the F-ratio of job satisfaction among married, unmarried and widow/widower non-teaching staff of secondary schools subjects. A significant mean difference has been found on job satisfaction among married, unmarried and widow/widower non-teaching staff with the F-ratio of F = 6.226 with df=2,297, p<.01 level of significance. Thus H0, which states that there is no significant difference will be there in the levels of job satisfaction among married, unmarried and widow/widower non-teaching staff of secondary schools, is rejected. This suggests that non-teaching staff with different marital status possess different levels of job satisfaction. The findings are in accord with the findings of others such as Muhangi (2017) conducted a study to investigate self-efficacy, job satisfaction and turnover intentions among Secondary School Teachers. Results showed that total job satisfaction, intrinsic job satisfaction, and employee relations satisfaction of the teachers who were widows or widowers were higher than the job satisfaction aspects of teacher with diverse marital statuses. Married teachers score on job itself intrinsic satisfaction scale was better than that of teachers of other marital statuses.
The observations showed in the table 4 reveals the Post Hoc analysis (Tukey-HSD) of job satisfaction among married, unmarried and widow/widower non-teaching staff of secondary schools. The results showed that a significant means difference in job satisfaction among the three mean groups was found at 0.01 level of the significance. The table revealed the Post Hoc analysis explains that there is a significant difference in the mean scores of job satisfaction among the married and unmarried; married and widow/widower; and unmarried and widow/widower non-teaching staff of secondary schools. Moreover, it has been observed that widow/widower non-teaching staff was found higher on job satisfaction than the married and unmarried subjects. In contrast unmarried staff was found lower on job satisfaction among the three groups of school staff working in Kashmir. The reason may be because the widow or widower staff contains subjects who were mainly recruited by government un an SRO as compensation of loss of their loved ones during unrest in Kashmir. Widow or widower group given the job that they may not had expected. And also they came out of the traumas which made them stronger to fight challenges of life.

References

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