



*Journal of Advances and  
Scholarly Researches in  
Allied Education*

*Vol. V, Issue No. IX,  
January-2013, ISSN 2230-  
7540*

**A COMPARATIVE STUDY OF JOB  
SATISFACTION IN PUBLIC AND PRIVATE  
SECTOR**

AN  
INTERNATIONALLY  
INDEXED PEER  
REVIEWED &  
REFEREED JOURNAL

# A Comparative Study of Job Satisfaction in Public and Private Sector

Sangeeta Devi

Asst. Professor in Commerce, University College Kuk

**Abstract –** Job satisfaction is a set of favorable or unfavorable feelings with which employees view their work. It is a worker's sense of achievement and success and is generally perceived to be directly linked to productivity as well as to personal wellbeing. The happier people are within their job, the more satisfied they are said to be. Job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. Job satisfaction can be influenced by a variety of factors, e.g., the quality of one's relationship with their supervisor, the quality of the physical environment in which they work, degree of fulfillment in their work, etc.. Job satisfaction further implies enthusiasm and happiness with one's work. Job satisfaction; describes how satisfied an individual is with his or her job. Job satisfaction is not the same as motivation, although it is closely linked, but satisfaction includes 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. The most common way of measurement is the use of rating scales where employees report their reactions to their jobs. Questions related to rate of pay, work responsibilities, variety of tasks, promotional opportunities the work itself and co-workers. For the organization, job satisfaction of its workers means a work force that is motivated and committed to high quality performance. Increased productivity—the quantity and quality of output per hour worked—seems to be a byproduct of job satisfaction. Employee satisfaction surveys provide the information needed to improve levels of productivity, job satisfaction, and loyalty. Organizations can identify the root causes of job issues and create solutions for improvements with an accurate perspective of employee views discover what motivates people, what drives loyalty, and what genuinely makes and keeps your employees happy. Satisfaction levels increase when an employee knows that their issues are being addressed. There is a direct link between employee job satisfaction and financial results. The more satisfied your employees are the more motivated and committed they will be to your organization's success. In this Research paper we have tried to make a comparison of Job satisfaction between Private and Govt. sector and tried to find out the basic reasons of dissatisfaction in job.

**Key Words:** Salary, Organizational Culture, Time Schedule, Work Load, Feeling of Inequality, Lack of Supervisory Support, Job Stress, Job Commitment Behavior of an Employer, Job Satisfaction.

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## INTRODUCTION

Job satisfaction is a set of favorable or unfavorable feelings with which employees view their work. It is a worker's sense of achievement and success and is generally perceived to be directly linked to productivity as well as to personal wellbeing. The happier people are within their job, the more satisfied they are said to be. Job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. Job satisfaction can be influenced by a variety of factors, e.g., the quality of one's relationship with their supervisor, the quality of the physical environment in which they work, degree of fulfillment in their work, etc.. Job satisfaction further implies enthusiasm and happiness with one's work. Job satisfaction; describes how satisfied an individual is with his or her job. Job satisfaction is not the same as motivation, although it is closely linked, but satisfaction

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## 2. REVIEW OF LITERATURE

The major objective of this Paper is to examine the nature and causes of job satisfaction. This was pursued through a literature review of the more popular theories and models related to job satisfaction. Included in the review are summaries of Maslow's and Alderfer's need hierarchy theories, achievement motivation theory, Herzberg's motivation-hygiene theory, expectancy theory, job characteristics theories, discrepancy theory, equity theory, and studies relating to the clustering of facet satisfactions. Job satisfaction is simply defined as doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. In other words, it is an effective response to a job that consequences from the comparison of perceived outcomes with those that are desired. Shortly, job satisfaction describes the feelings, attitudes or preferences of individuals regarding work. Furthermore, it is the degree to which employees enjoy their jobs. And also, it is possible to see a number of theories developed to understand its nature in literature. Vroom (1964), need/value fulfillment theory, states that there is negative relationship between individual needs and the extent to which the job supplies these needs. On the other hand, Porter and Lawler (1968) compare the influences on job satisfaction in two groups of internal and external

## 3. IMPORTANCE/NEED OF THE STUDY

This research paper throws light on the comparison of satisfaction among public sector and private sector employees on the basis of key variables. The need of paper states that which sector has more contentment with their job and whether there is any discretion among the employees while selecting the job. Problem why people are more attracted towards public sector as compared to private sector as the pay scale is more in private sector but still people prefer the public sector?

## 4. OBJECTIVES

Data collected for this study is primary through questionnaire and secondary data is collected from various sites, books, journal, etc the variables selected for the study are: -

- Salary

- Organizational Culture
- Time schedule
- Work load
- Feeling of inequality
- Lack of Supervisory Support
- Job stress
- Job commitment

To analyze the level of job satisfaction among the employees of Public and the Private sector. The aim of this study is to define the relationships between job satisfaction and the potential variables of pay, promotion, positive affectivity/encouragement, job involvement, potential of rest-day/off-day, relations with co-workers, health facilities, relations with supervisor, training and education facilities, autonomy, physical facilities, reconciliation role of supervisor, procedural justice, tangible aids, office tools, level of role clearness, participation in decisions, management style of supervisor.

## 5. HYPOTHESIS

- Whether both the sectors are satisfied
- Whether The Public Sector Employees Are Satisfied Than Private Sector Employees.

## 6. METHODOLOGY

A multi dimensional analysis of job satisfaction and coping patterns of employees is the primary focus of this research. A methodology adopted for this research is given below.

### 6.1. Population

The population selected for this particular study is employees of public & private sector of different service sectors.

### 6.2. Sampling

The sampling population of this research includes 50 employees of public & private sector of different service sectors. This research followed the random sampling method representative population. The population belongs to an age group of 30-50.

### 6.3. Tools of data collection

The data is collected by using the primary source i.e. Questionnaire.

## 10. ANALYSIS AND RESULTS

## **11. DETAILED DESCRIPTION OF THE ABOVE MENTIONED FACTORS**

### **11.1. Salary**

Employees of Public sector are more satisfied in terms of salary compared to private sector employees as public sector employees get salary on time and the reward or compensation received by them match with their responsibilities.

### **11.2. Organizational Culture**

Organizational culture is found higher among Public employees compared to private employees as these employees are satisfied with their immediate bosses and there are no conflicts among the boss and employees.

### **11.3. Time Schedule**

Employees of public sector are more comfortable with time schedule of their job as the reward receive by them on overtime basis are quiet fair than that of private sector.

### **11.4. Work load**

Work load is considered to be quiet fair in public sector compared to that of private sector as the schedule of their work is fair.

### **11.5. Feeling of inequality**

Feeling of inequality is more in Public sector as compared to Private sector.

### **11.6. Lack of Supervisory Support**

Supervisory support is comparatively low in public sector as their supervisor does not keep their subordinates well-informed about what is going on in company and supervisor's support is more in private sector.

### **11.7. Job Stress**

There is significant difference in the level of job stress between two sectors. As the private sector employees don't get leave when they need it and face difficulty in maintaining a reasonable balance between their work life & family life, they often think about quitting of job, as they scan newspaper for better job opportunities and better organizational culture. These attributes are totally reverse in public sector.

### **11.8. Job Commitment**

Public sector employees are more committed to their job compared to private sector employees in terms of

following variables: salary, organizational culture, time schedule, overtime reward.

## **12. MAJOR FINDINGS**

From the above we can find that if all the factors are considered separately then public sector employees are more satisfied than the private sectoremployees in some cases. But in general both sector are satisfied from their jobs.

## **13. IMPLICATIONS**

1. Due to this satisfaction in job Physical problems and health problems like heart diseases, ulcers, arthritis, and increased frequency of drinking andsmoking, cardiovascular, gastrointestinal, endocrine and other stress related disorders occurs.

2. Psychological and behavioral problems like change of moods, inferiority complex, widespread resentment, reduced aspirations and self-esteem, reduced motivation and job skills.

3. Organizational: job dissatisfaction, behavioral problems, production turn over, increased absenteeism, increased accidents, lower productivity.

## **15. CONCLUSION**

The productivity of the work force is the most important factor as far as the success of an organization is concerned. The productivity in turn is dependent on the wellbeing of the employees. In an age of highly dynamic and competitive world, to be a satisfied person is a difficult task that can affect him on allrealms of life. The growing importance of interventional strategies is felt more at organizational level. This particular research was intended to study theimpact of occupational stress on all the employees of private and public sector .Although certain limitations were met with the study, every effort has beenmade to make it much comprehensive. It is expected to draw attention from policy makers and men of eminence in the related fields to resume furtherresearch.

## **RECOMMENDATIONS**

Employees are the assets of an organization and to retain them in organization some Effective measures should be taken into concern. Factors likeSalary, Organizational Culture, Job Stress and job commitment should be the prime area for a manager and To alleviate the negative consequences ofthese factors, more effort on the part of policy makers, practitioners, and organizational management has to envisage which are as follows:

- ☐ Salary should be according to job profile and stress level of employees.
- ☐ Certain modern techniques like Yoga, Instrumental activities should be included in organization to reduce the job stress.
- ☐ There must be brain storming between employees and employers relating to their job profile, job stress, and salary from time to time in order to increase their job-commitment.
- ☐ Proper award should be given for overtime.

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