

Job satisfaction of teachers in University of Delhi: An empirical research

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Abstract

The present study tries to assess the level of Job satisfaction of teachers teaching in University of Delhi. It also tries to review whether there is any significant difference in level of Job satisfaction between various groups of teachers in University of Delhi based on different parameters like Age, Gender, Stream and Income etc. Teachers are one of the most important professions for a country and it is important that they remain satisfied with their Job. For ascertaining the level of Job satisfaction, a survey was done among teachers teaching in University of Delhi. The study found out that there is a high level of Job satisfaction in teachers of University of Delhi but a detailed examination of such level on different parameters is necessary in order to find out whether there is any difference in level of job satisfaction of one teacher group from another. (For example if there any significant difference between job satisfactions level of female teachers and male teachers?). Study also found that female teachers more satisfied from their job in comparison to male teachers. If we classify teachers on the basis of their stream, Science and Commerce have performed better than Humanities. Age wise, the senior teachers are highly satisfied in comparison to junior teachers. It can be concluded that here is no significant difference between different groups of teachers on the basis of different parameter except for job satisfaction level on the basis of per month income.

Keywords: College, Job satisfaction, Teachers, University of Delhi

1. Introduction

Job satisfaction is perhaps one of the most widely discussed issues in organizational behaviour and Human Resource Management.

Job satisfaction (Sometimes referred as Employee satisfaction) is the feeling of fulfillment or enjoyment that a person derives from their job. It portrays the perception of the person towards his or her job, job related activities and environment.

The present study tries to assess the level of Job satisfaction of teachers of teachers teaching in University of Delhi. It also tries to review whether there is any significant difference in level of Job satisfaction between various groups of teachers in University of Delhi based on different parameters like Age, Gender, Stream and Income etc.

This paper is divided into 8 sections as follows. After a brief introduction about the topic and related variables in section 1, the objectives of the study are listed down in section 2. In section 3, literature review of motivation is discussed. Section 4 deals with research methodology of the study. Section 5 deals with the finding out of the study. Summary and conclusion is elucidated in section 6. Limitation of the study and scope of further research is mentioned in section 7. Finally references of work done under this paper are mentioned in Section 8.

2. Objectives

The present study aims to accomplish following objectives:

1. To investigate and find out previous literature reviews on Job satisfaction.
2. To ascertain the level of Job satisfaction of teachers in University of Delhi on different parameters.
3. To check whether there is any significant difference in level of Job satisfaction between Female teachers and Male teachers.

4. To check whether there is any significant difference in level of Job satisfaction among teachers of different stream.
5. To check whether there is any significant difference in level of Job satisfaction between senior teachers and junior teachers.
6. To check whether there is any significant difference in level of Job satisfaction among different group of teachers based on their income.

3. Literature review

Anderson (2001)^[1] defines job satisfaction as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience. It is the positive feeling you get from your job experience.

Saiyadain (2007)^[10] supports Anderson's definition and defines Job Satisfaction as the end state of feeling which is experienced when a task is accomplished. A person with a high level of job satisfaction holds positive feelings towards the job while a person who is dissatisfied with his or her job holds negative feelings towards it. Thus job satisfaction is a result of the overall reaction towards a job.

Hang-yue *et al.* (2005)^[5] argues that Uncertainty of job expectations, volume of work, incompatibility of expectations, and work-family conflict increase emotional exhaustion, and uncertainty of expectations decreases job satisfaction

Nelsen and Everett (1976) associate a person's willingness to be taught with job satisfaction. According to them these two things are positively related.

Stempien & Loeb's (2002)^[12] study investigated the impact of low job satisfaction on teaching and found out that a feeling of frustration arises when there is low job satisfaction among special education teachers.

Hang-yue *et al.* (2005) ^[5] also argue that apart from other factors, Family stress is also a certain reason of low job satisfaction. The personal life of a person also affects his professional life and his satisfaction as an employee. Suki (2011) ^[13] examined on the effect of gender on employee perception of job satisfaction and organizational commitment. His study revealed that employees’ gender has no significant effect on his/her perception of job satisfaction and men and women have the same level of organizational commitment. Kumar & Bhatia (2011) ^[6] also support this notion and argue that the level of job satisfaction and attitude of the teachers towards teaching is least affected by the gender, the marital status, minimum qualification and income group. However Zilli and Zahoor (2012) ^[14] conducted a study to find out the organizational commitment among male and female higher education teachers and to compare the organizational commitment among male & female higher education teachers. Result revealed that the females had significantly higher level of organization commitment. Thus, it becomes important to find out whether there is any significant difference in level of job satisfaction of teachers of Delhi University, if we group them on the basis of different parameters.

4. Research methodology

4.1 Data Collection

The main purpose of the collection of the data was to ascertain the level of job satisfaction in teachers of various colleges of University of Delhi. The study also tried to investigate whether there is any significant difference in level of job satisfaction based on different categories.

4.1.1 Participants

Data was collected from various colleges and departments of University of Delhi. Some of the colleges, teachers of which participated in this study are Aryabhata, Aurobindo morning, Department of Commerce, Department of Physics, Gargi college, Hans Raj College, IP college, JMC, Kamla Nehru college, Khalsa college, Kirorimal college, Motilal nehru college evening, Pgdav college, Ramanujan college, School of open learning, SGTB Khalsa College, SRCC, Sri aurobindo college and Zakir Hussain College.

4.1.2 Sampling

Total number of respondents for the present study was 83. Convenient sampling was used in selecting these respondents since the accurate database of teachers was not available. Out of 83, there were 66 female teachers and 17 male teachers. These teachers were selected from 3 different stream i.e. Commerce and management, Science and Arts and Humanities. These teachers belonged to different age categories and hence four age categories were created. First category was for those who are less than 27 years old. It basically included recently passed out post graduate students who are teaching on contractual basis in university of Delhi. Next category was for those who were in between 27 to 35 years bracket. Third category was for senior teachers who belonged to 35-45 years bracket and last category was for very senior teachers who were more than 45 years old. The respondents were also divided into different categories on the basis of their per month income for this profession. Income was divided into 4 categories starting with “less than 65000” and finishing on “more than 150000”.

4.1.3 Instruments

All participants were given a questionnaire related to Job satisfaction for data collection. Various statements which were relevant for this study were included in this questionnaire. Later on the reliability of the questionnaire was tested with the help of Cronbach Alpha. Questionnaire was divided into 2 Parts. Part A consisted of statements requiring personal information like name, gender, age income and their stream. Except for Name, all other questions were compulsory. Name was kept as an optional question because it may had a negative impact on the quality of the response since many respondents don’t give may lead to incorrect information due to fear of display of their name. Part B consisted of 20 different statements related to the level of job satisfaction of the teacher. The answers to the particular statements were measured on Likert’s scale with full disagree, Disagree, Not sure, Agree and fully agree as different options. Following statements were asked in Part B.

1. What is your overall level of satisfaction with your job as teacher?
2. How many teachers that you know or work with would you classify as unmotivated?
3. Your level of satisfaction with recognition of your work
4. Your level of satisfaction with potential for professional growth
5. Level of satisfaction with guidance provided by superiors
6. Your level of satisfaction with Interpersonal relationships with colleagues
7. Your level of satisfaction with Job security provided by University
8. Your level of satisfaction with the status and respect enjoyed by you in the society due to this job?
9. Your level of satisfaction with working conditions provided to you
10. Your level of satisfaction with Autonomy and responsibility given for work
11. Your level of satisfaction with Potential for advancement
12. Your level of satisfaction with interpersonal relationships with students

4.2 Data Analysis

Once data was collected with the help of Google forms, the process of data analysis was started. First of all, Reliability and validity analysis of the questionnaire was tested. For deciding the level of Job satisfaction, scores again were categorized in following 3 ranges.

Score	Interpretation
0-20	Very Dissatisfied with their job. One should look to change their job as soon as they can.
20-40	Moderately dissatisfied with their job. They are dissatisfied regarding some aspects of their job and therefore they should address their genuine concerns to superiors.
40-60	Satisfied with their job and work.

Four different parameters (Gender, Age, Income and Stream) with different ranges were used for this analysis. Descriptive statistics like no. of respondents falling in a particular range of a parameter, its mean, standard deviation, skewness and kurtosis were analyzed individually for level of job satisfaction test.

After this, one way ANOVA test was applied between following group to check whether there is any significant difference among different ranges of a parameter to the scores of job satisfaction test. Significance level of all these analysis was taken as 5%.

5. Findings of the study

5.1 The level of job satisfaction in teachers of University of Delhi

Out of 83 respondents, 43 respondents scored between 40 to 60 points while remaining respondents scored between 20 to 40 points. So almost half of the respondents fall in range of 20 to 40 which clearly shows that there is some dissatisfaction among the teachers of University of Delhi related to their job. Following table shows the scores of Job satisfaction for different parameters.

Table 1: On the basis of Age

Age	Range of Score			Average Score	Std Deviation of Score
	20-40	40-60	Grand Total		
Between 35 to 45 years	6	4	10	40.50	6.29
Between 27 to 35 years	11	14	25	40.92	6.79
Less than 27 Years	23	25	48	40.63	6.90
Grand Total	40	43	83	40.70	6.72

The average score of teachers who are between 27 to 35 years old came out to be highest (40.92) with a standard deviation of 6.79. However there is only a marginal difference in mean score of other groups (40.50) for teachers between 35 to 45

years old and 40.63 for teachers less than 27 years old). This shows there is hardly any difference in the scores of different group of teachers based on age.

Table 2: On the basis of Gender

Gender	Range of Score			Average Score	Std Deviation of Score
	20-40	40-60	Grand Total		
Female	31	35	66	40.86	6.78
Male	9	8	17	40.06	6.64
Grand Total	40	43	83	40.70	6.72

The average score of female teachers for job satisfaction test (40.86) was almost equal to the average score of job satisfaction of male teachers (40.06). Further there is hardly any difference in the standard deviation of job satisfaction

scores of male (6.64) and female teachers (6.78). This also shows that there is hardly any difference in the scores of different group of teachers based on gender.

Table 3: On the basis of Stream

Stream	Range of Score			Average Score	Std Deviation of Score
	20-40	40-60	Grand Total		
Arts and Humanities	9	4	13	38.15	7.60
Management and Commerce	25	30	55	41.05	6.58
Science	6	9	15	41.60	6.38
Grand Total	40	43	83	40.70	6.72

The average score of Science teachers (41.60) and commerce and management teachers (41.05) were moreover same. However the average score of teachers of Arts and Humanities (38.15) was less than the teachers of other stream. The standard

deviation in scores of Science teachers was lowest (6.38) followed by Commerce and management (6.58) and Arts and humanities (7.60).

Table 4: On the basis of Income

Income	Range of Score			Average Score	Std Deviation of Score
	20-40	40-60	Grand Total		
Between 100000 to 150000	2	2	4	40.75	3.20
Between 65000 to 100000	6	3	9	39.44	8.89
Less than 65000	32	36	68	40.59	6.53
More than 150000	0	2	2	50.00	0.00
Grand Total	40	43	83	40.70	6.72

The average score of those earning less 65000 and those earning between 100000 to 150000 was pretty much same. There was a slight decrease in the scores of those earning between 65000 to 100000.

5.2 Group difference in level of Job satisfaction

This part tries to investigate whether there is any significant difference in level of job satisfaction among respondents catogizered with respect to different parameters. The results of

descriptive statistics like mean and standard deviation and one way ANOVA test (succeeded by turkey test if needed) are presented below:

a) On the basis of Age

The results of One- way ANOVA test on score of job satisfaction of teachers of different age groups show that there is no significant difference in level of motivation of teachers according to their age group at 5% significance level. In fact the mean of job satisfaction scores for all age groups are almost equaled with only different of some fractions.

Descriptives

Total Score of job satisfaction test

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Less than 27 years	48	40.6250	6.90244	.99628	38.6207	42.6293	21.00	53.00
Between 27 and 35 years	25	40.9200	6.79412	1.35882	38.1155	43.7245	30.00	56.00
Between 35 and 45 years	10	40.5000	6.29374	1.99025	35.9977	45.0023	31.00	50.00
Total	83	40.6988	6.72225	.73786	39.2310	42.1666	21.00	56.00

ANOVA

Total Score of job satisfaction test

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.880	2	.940	.020	.980
Within Groups	3703.590	80	46.295		
Total	3705.470	82			

b) On the basis of Gender

The results of One- way ANOVA test on scores of job satisfaction of teachers on the basis of gender shows that there is no significant difference in level of motivation of female teachers and male teachers different at 5% significance level.

The level job satisfaction of female teachers is just a little more than the level of motivation of male teachers. This again is an interesting thing to know that female teachers are more satisfied with their jobs in comparison to male teachers.

Descriptives

Total Score of job satisfaction test

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
male	17	40.0588	6.63768	1.60987	36.6460	43.4716	30.00	53.00
female	66	40.8636	6.78434	.83509	39.1958	42.5314	21.00	56.00
Total	83	40.6988	6.72225	.73786	39.2310	42.1666	21.00	56.00

ANOVA

Total Score of job satisfaction test

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	8.756	1	8.756	.192	.663
Within Groups	3696.714	81	45.638		
Total	3705.470	82			

c) On the basis of Stream

The results of One- way ANOVA test on scores of job satisfaction test of teachers on the basis of their stream shows

that there is no significant difference in level of job satisfaction of teachers at 5% significance level. The level of job satisfaction of Science teachers (41.60) is a little more than the

level of motivation of commerce and management teachers (41.05). However the level of motivation of teachers teaching art and humanities courses were lowest (38.15) and also less

than 40 which shows that they are dissatisfied with some aspects of their job.

Descriptives

Total Score of job satisfaction test

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Management and commerce	55	41.0545	6.58117	.88740	39.2754	42.8337	21.00	52.00
Arts and Humanities	13	38.1538	7.60314	2.10873	33.5593	42.7484	30.00	53.00
Science	15	41.6000	6.37854	1.64693	38.0677	45.1323	32.00	56.00
Total	83	40.6988	6.72225	.73786	39.2310	42.1666	21.00	56.00

ANOVA

Total Score of job satisfaction test

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	103.341	2	51.671	1.148	.323
Within Groups	3602.129	80	45.027		
Total	3705.470	82			

d) On the basis of Income

The results of One- way ANOVA test on scores of Job satisfaction test of teachers on the basis of their per month income show that there is no significant difference in level of job satisfaction of teachers according to their income group at 5% significance level. The level of job satisfaction of teachers

having income more than 150000 is very high (50.00) is more than the level of job satisfaction for other income group. This may be due to small sample size (2 respondents). Other income groups have very little difference in level of motivation. Score of job satisfaction for other groups are more or less same (between 39.4 to 40.75).

Descriptives

Total Score of job satisfaction test

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Less than 65000	68	40.5882	6.52718	.79154	39.0083	42.1681	21.00	53.00
Between 65000 to 100000	9	39.4444	8.88976	2.96325	32.6112	46.2777	30.00	56.00
Between 100000 to 150000	4	40.7500	3.20156	1.60078	35.6556	45.8444	38.00	44.00
More than 150000	2	50.0000	.00000	.00000	50.0000	50.0000	50.00	50.00
Total	83	40.6988	6.72225	.73786	39.2310	42.1666	21.00	56.00

ANOVA

Total Score of job satisfaction test

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	188.027	3	62.676	1.408	.247
Within Groups	3517.443	79	44.525		
Total	3705.470	82			

6. Summary and Conclusion

In this term paper, an attempt was made to understand the level of Job satisfaction of teachers of University of Delhi. A critical review of the past research on the topic was also incorporated in this term paper. Positive impact of job satisfaction is very important for the teachers so they can take pride in their noble work which will surely help in creating human resource capital in India. Respondents were classified into different categories on the basis of their gender, income, age and stream. After data collection, data analysis was done with the help of descriptive statistics like mean, standard deviation, one-way ANOVA test etc.

The results showed that the level of job satisfaction in female teachers was slightly more in comparison to male teachers. Science teachers were most satisfied with their job while teachers from arts and humanities were least satisfied with their job. Results also showed that those who were earning more than 150000 were most satisfied with their job. In terms of age, old (between 35 to 45 years) and young teacher (less than 27 years) were more motivated than those who were between 27 to 35 years. One-way ANOVA test results showed that there is no significant difference between different group of teachers on the basis of different parameters however the overall level of Job satisfaction is not as high as it was expected.

7. Limitation and Scope for further research

This paper suffers from following limitations.

1. The sample size of teachers involved in the study limited to 83 respondents.
2. A large part of respondents consisted of fresh passed out post graduates who were teaching in college on contractual basis.
3. This study was subject to time and resource constraint so convenient sampling was used instead of simple random sampling or stratified sampling.
4. Comparison between the level of job satisfaction of contractual and permanent teachers has not been done in this research paper.

Further scope of research in this area is as follows:

1. Further studies can consider more number of colleges and increase the sample size of the study.
2. Advanced Data analysis tools like Modeling, Multivariate regression model etc. can be applied to find out other details.
3. A comparison between contractual and permanent teachers can also be done.
4. The various factors which affect the relationship of motivation and job satisfaction can also be studied.

8. References

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