

Original Research Paper

The Relationship between Psychological Capital and Job Satisfaction among Working Women Employees in IT/ITES Sector in Chennai

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ABSTRACT

The purpose of the study is to find employees Psychological Capital is related to Job Satisfaction. The Sampling for the study consist of 30 women employees working in IT/ITES Sector in Chennai. According to the result of Correlation analysis, no positive correlation was statistically found between Hope and Optimism subdimension of psychological capital and job satisfaction. On the other hand there was a Positive and significant relationship between Self-efficacy, Resilience and Job satisfaction

Keywords: *Psychological Capital, Job Satisfaction, IT/ITES Sector, Women Employee*

In today's competitive working environment, job satisfaction of an employee is one of the central paradigms which play a crucial role in achieving organizational performance. To achieve the organizational performance psychological capital plays an important role to enhance the employee job satisfaction level. Research has shown that embedding the drivers of psychological capital in the organisation not only foster happy and healthy employees but it can also play a significant role in achieving excellent job satisfaction. Psychological capital involves the personal resources that people bring to their jobs. It involves the combination of four basic ingredients –Self efficacy, Hope, Optimism and Resilience. Research has shown that individually each of these components can lead to desirable outcome for organization such as good health, persistence on difficult tasks and job satisfaction. In today's fast paced working environment working women particularly in IT/ITES sector face lot of stress and also they need to compete with their male co-workers. Firstly let us know about Psychological capital, it is nothing but an individual's positive psychological state of development that is characterized by Self-efficacy, Optimism, Hope and Resilience. By developing the psychological capital we can make a positive impact on job satisfaction. Higher level of psychological capital is more important because it is associated with higher

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level of Job satisfaction and also people are likely to be energetic which helps exhibit high performance over a longer period of time and also employees who have higher level of psychological capital are able to generate multiple solutions to the problems and respond positively to setbacks. Psychological capital will benefit both the individuals and the organization to enhance workplace well-being.

Psychological Capital

Earlier economic capital received all our attention. But today's enlightened manager recognizes the importance not only of economic capital but also of the human capital. Bill Gates recognizes the collective knowledge, skills and abilities of his employees represent a distinctive competency that has created value and set Microsoft apart from their competitors. It is an Individual's positive psychological state of development that is characterized by: (1) having confidence (efficacy) to take on and put in the necessary effort to succeed at challenging tasks; (2) making a positive attribution (optimism) about succeeding now and in the future; (3) persevering towards goal and when necessary, redirecting paths to goals (hope) in order to succeed; and (4) when beset by problems and adversity, sustaining and bouncing back and even beyond (resilience) to attain success."

Psychological capital consists of four dimensions namely Self-Efficacy, Hope, Resilience and Optimism. (Luthans et al., 2008)

Self – Efficacy: Self – Efficacy is defined as the Individual's conviction about his or her abilities to mobilize the motivation, cognitive resources and course of action needed to successfully execute a specific task within a given context. Self-efficacy arises from gradual acquisition of complex cognitive, social, linguistic, and/or physical skills through experience (Bandura, 1982).

Hope: Snyder et al. (1991) defines hope as "a positive motivational state that is based on an interactively derived sense of successful (a) agency (goal-oriented energy) and (b) pathways (planning to meet goals)." Snyder and colleagues, in an ongoing survey of U.S. firms, have found that those with higher-hope human resources are more profitable, have higher retention rates, and have greater levels of employee satisfaction and commitment.

Optimism: Cranny et al. used the term happiness to refer to optimism. Scheier and Carver defined optimism as a set of generalized positive outcome expectancies. According to their conceptualization, people who generally expect that things will go their way and believe that they will have more good outcomes than bad, are dispositionally optimistic

Resilience: The capacity to "bounce back" from adversity or even dramatic positive changes is particularly relevant in today's turbulent business environment. As a component of positive organizational behavior, resilience is viewed "as the capacity to rebound or bounce back from adversity, conflict, failure or even positive events, progress and increased responsibility.

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Resilience is not a trait that people either have or do not have. Resilience involves behaviors, thoughts, and actions that can be learned and developed by anyone. Resilience is tremendously influenced by a person's environment.

Job Satisfaction

Job satisfaction can be defined as employee satisfaction level according to their job and work condition. Satisfaction of employee working in IT/ITES sector may produce positive results such as productivity, creating competitive advantage, reduction of optional labour turnover rate, satisfaction from client end. A more recent definition of the concept of job satisfaction is from Hulin and Judge (2003), who have noted that job satisfaction includes multidimensional psychological responses to an individual's job, and that these personal responses have cognitive (evaluative), affective (or emotional), and behavioral components. Job satisfaction scales vary in the extent to which they assess the affective feelings about the job or the cognitive assessment of the job. Affective job satisfaction is a subjective construct representing an emotional feeling individuals have about their job

REVIEW OF LITERATURE

Most of the research has proven that psychological capital and job satisfaction has a positive relationship. Let us see some of the research that was carried out with regard to this context. Youssef and Luthans in 2007 has carried out their study in Manufacturing, Service Industry, Public and Private sector and showed that there is a positive relationship between the subdimension of psychological capital Resilience, Optimism and Hope has got positive relationship with Job satisfaction but Usulu in 2010 concluded that Positive Organizational behavior has a negative effect on job satisfaction at a low level in his study. Luthans et al in 2007 conducted a study among college students and employees working in technology and concluded that there is a positive relationship between psychological capital and job satisfaction. Cetin and Basim in 2011 conducted research in eight branch office of a private bank located in Izmir and inferred that there is a positive relationship between psychological resilience and job satisfaction.

With the above review of literature in view, it is planned to test the following hypothesis

- H1: There is a positive relationship between self-efficacy and job satisfaction.
- H2: There is a positive relationship between hope and job satisfaction.
- H3: There is a positive relationship between resilience and job satisfaction.
- H4: There is a positive relationship between optimism and job satisfaction.

RESEARCH METHODOLOGY

Measures

Job satisfaction is designated as a dependent variable while psychological capital dimension (self-efficacy, hope, resilience and optimism) were considered as the independent variable. For measuring psychological capital we have used 24 items Psychological Capital Questionnaire developed by Luthans et al., I(2007). Participants responded on a 5-point

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Likert-type scale dictating to the extent which they agreed with each statement (1= strongly disagree, 5= strongly agree). Cronbach's alphas were as follows: 0.79 for self-efficacy, 0.81 for hope, 0.73 for resilience and 0.71 for optimism.

And for measuring job satisfaction we have used Minnesota Satisfaction Questionnaire (MSQ) 20 items 5 point likert scale. (1=very dissatisfied, 5=very satisfied). The scale showed adequate reliability. The Cronbach's alpha coefficient was 0.88. In general, a value of 0.70 in the Cronbach's alpha is considered adequate in order to ensure reliability of the internal consistency of a scale (Nunnally, 1978).

Sample

The samples taken for this study is among the women employee working in IT/ITES sector.

RESEARCH FINDINGS AND DISCUSSION

Table 1: Showing the correlation among the research variable Self-Efficacy and Job Satisfaction

	PSYCAP – SELF-EFFICACY	MSQ
PSYCAP-SELF-EFFICACY	1	
MSQ	0.433863**	1

** Correlation is significant at 0.01 level (2-tailed)

Correlation analysis revealed that there is a significant correlation ($r = .433863$ & $p < .01$) between self efficacy and job satisfaction

Table 2 : Showing the correlation among the research variable Hope and Job Satisfaction

	PSYCAP - HOPE	MSQ
PSYCAP - HOPE	1	
MSQ	-0.1236	1

.** Correlation is not significant at 0.01 level (2-tailed)

Correlation analysis revealed that there is negative correlation ($r = -.01236$) between Hope and Job satisfaction

Table 3: Showing the correlation among the research variable Resilience and Job Satisfaction

	PSYCAP-RESILIENCE	MSQ
PSYCAP – RESILIENCE	1	
MSQ	0.23098**	1

** Correlation is significant at 0.01 level (2-tailed)

Correlation analysis revealed that there is a significant correlation ($r = .023098$ & $p < .01$) between Resilience and job satisfaction

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Table 4: Showing the correlation among the research variable Optimism and Job Satisfaction

	PSYCAP – OPTIMISM	MSQ
PSYCAP - OPTIMISM	1	
MSQ	-0.11342	1

. ** Correlation is not significant at 0.01 level (2-tailed)

Correlation analysis revealed that there is negative correlation ($r = -.11342$) between Optimism and Job satisfaction

From the above, Table 1 and Table 3 shows positive correlation with Job satisfaction. That is Self-efficacy and Resilience show positive correlation with Job Satisfaction. The result supported H1 and H3. Therefore from the above we can say if Self- Efficacy and Resilience increases there would be definitely increase in Job satisfaction. No significant relationship was found between the other two dimensions of psychological capital such as Hope and Optimism. Hence Hypothesis H2 and H4 are not supported.

CONCLUSION

The objective of the present study was to derive the relationship between psychological capital and Job satisfaction of the women employees working in IT/ITES Sector in Chennai. A convenience sample consists of 30 samples working in IT/ITES sector participated in the study. Structured questionnaire were used to gather primary data. By administering the questionnaire psychological capital and job satisfaction among the women employees were assessed. The collected data were analyzed with the correlation study in different sub dimension of psychological capital. Positive correlation was observed between self-efficacy and resilience and negative correlation was observed between Hope and Optimism.

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