

Research Paper

Job Satisfaction and Mental Health Status of Social Workers in Kashmir: A Cross Sectional Study

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ABSTRACT

The job satisfaction among the social workers has not been explored, especially among the social workers who were working in the private and government sector in Kashmir. The present investigation is to find out the difference in the mental health and Job satisfaction of social workers in Kashmir division and it also examines the level of satisfaction and also their causes of dissatisfaction. The sample consisted of 200 social workers out of which 100 were males and 100 were females. For this purpose of investigation, a mental health checklist prepared by Dr. Mithila & Job Satisfaction test prepared by Dr Ojha was used. For the statistical Analysis SPSS 20 Version was used. The data obtained were analyzed through 't' test to know the mean difference between the two groups and then ANOVA was used for the further analysis.

Keywords: *Mental Health, Job Satisfaction, Social Workers & Gender*

Mental health means that anybody who comes with his or her deep problems, compromises with others and the self and not be paralyzed against internal inevitable conflicts and thrown by the community (American psychiatric association, 2000). It also refers to the extent to which a person's emotions, thoughts and behaviour which enables them to function effectively as a member of society. Mental health issues are very important for each and every employee. Mental health and job satisfaction plays an important role in the social and developmental sectors especially in a developing country like India. Mental health issues are among the most important contributors to the universal burden of disease and disability. It describes either a level of cognitive and emotional well-being or an absence of a mental illness. It may include an individual ability to enjoy life and procure balance between life activities.

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Mental health is the capacity of the individual, the group and environment to interact with one another ways that promote subjective well-being. Mental health is an essential element of general health, as there is no health without mental health” (Lahtinen et al., 1999). The concept of mental health has two dimensions, the positive and the negative. Positive mental health is a value in itself. Individuals with positive mental health usually demonstrate positive affect and positive personality traits, which are considered as resources.

They have high levels of self-esteem, sense of mastery, sense of coherence (life experienced as meaningful and manageable) and self-efficacy. It can be conceptualized as a person’s ability to cope with adversity, and avoid breakdown or diverse health problems when confronted with adverse experiences. Negative mental health is concerned with mental disorders, symptoms and problems. Mental health, as an indivisible part of general health, reflects the equilibrium between the individual and the environment. It is influenced by individual psychological and biological factors; social interactions; societal structures and resources; and cultural values. In this context, mental health is a central part of a process that comprises predisposing, actual precipitating and supporting factors as well as various consequences and outcomes.

Job Satisfaction refers to an employee’s general attitude towards his job. It is defined as an employee's level of happiness and their desire to work. There are many factors that are responsible for an employee's job satisfaction level; some are their work itself, their compensation packages, industry benefits, recognition of work, providing employee perks, welfare facilities, organizational climate and moreover organizational philosophy. It is a condition which arises when due to various psychological, physiological and environmental factors; a person acknowledges that he is “satisfied with his job” (Hoppock, 1935). It is the outcome of an individual's feelings about his job and his need’s fulfillment. Hence this can differ from person to person.

Understanding the effects of job dissatisfaction on an individual's health is important not only from a social or medical perspective but also from an economic perspective. For example, while job satisfaction plays an important role at the employee level as a determinant of individual well-being, at the aggregate level, it equally affects worker productivity and retirement decisions and ultimately a society's economic prosperity (Fragher et al., 2005). Populations with a higher percentage of occupational stress may not be satisfied with their job and therefore they will not feel happy working in the organizations whether it is social or developmental sectors. They may feel frustrated when they have problems with their colleagues/ peers/ or customers of the organizations or company and this may leave a negative impact on the organization itself. Therefore, it is very important for employers and employees to realize the stress and the stressor that cause all the negative effects.

John Locke defined job satisfaction as a “Pleasurable or positive emotional state resulting from his appraisal of one’s job or job experiences”. It is a sense of satisfaction or contentment one derives from his/her job. To the extent that a person’s job fulfills his dominant need and is consistent with his expectation and values, the job will be satisfying.

REVIEW OF LITERATURE

Low job satisfaction could lead to increased staff turnover and levels of absenteeism in any organization or company, which could reduce the efficiency of health services (Wahlstedt,

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1994). Various surveys on job satisfaction have been performed in Different settings, including mental health services, especially in recent years. (Antonella Gigantesco, 2003).

One of the research studies was conducted by (Pandey K.M., 2011) on job satisfaction in the public and private sector and also compared the both. The sample of that study consists of over 500 employees and the result shows that there is a significant relation between job satisfaction and job performance.

Iris and Barrett (1972) found a positive relationship between importance of work and life satisfaction on the basis of variables such a promotion, co worker, supervision, etc and they found it apparent that degree of job satisfaction could moderate the relationship between importance of job aspects and life satisfaction.

Another study conducted by (Woods et al., 2004) regarding job satisfaction can be achieved when the feeling of belonging-ness to the organization, or feel one with the organization, performs or is able to perform or able to work according to their ability and shows commitment to the job.

Lalita in 2013 conducted another study regarding the job satisfaction on gender basis in government and private sector and the results of the study revealed that there is no significant difference in the level of satisfaction of male and female teachers. Furthermore, it was highlighted that there is no significant difference in the level of satisfaction of government and private school teachers.

Researchers have reported significant correlations between job satisfaction and physical or psychosomatic symptoms, such as, headache and upset stomach (Driscoll and Beehr, 1994). Job satisfaction has also been found to be associated with emotional states of anxiety (Spector *et al.*, 1988) and depression (Schaubroeck *et al.*,1992). Job satisfaction is so important in that its absence often leads to lethargy and reduced organizational commitment (Levinson, 1997, Moser, 1997). Lack of job satisfaction is a predictor of quitting a job (Alexander and Jamal, 1997).

Rationale of the Study

It is necessary for each and every employee to give their best so that they can survive and perform up to the expectations of the organization. Employees who have daily and monthly targets to achieve as part of their job might face stressors related to their work. In all these professions it can be said that they have to work under tremendous stress to give the desired and favorable results. Individuals acquire and process information and solve problems in their own unique ways. An individual can perform better if he or she gets to work based upon his unique style and abilities else they would find it difficult to manage their work and this may result in increased occupational stress and decreased job satisfaction.

To the best of the researcher's knowledge till now no such study has been conducted in K ashmir division which checks the job satisfaction and mental health status of social workers. This study is an attempt to check the mental health and job satisfaction amongst social workers who were working in the private and government sector in the Kashmir division.

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Aim of the Study

- The current research study was to examine the job satisfaction and mental health status of social workers in the Kashmir division.

Objectives of the Study

1. To compare job satisfaction level of male and female social workers working in private as well as government sectors in Kashmir.
2. To examine the gender difference in mental health of social workers working in private as well as government sectors in Kashmir.
3. To compare the job satisfaction level of social workers working in private and government sectors in Kashmir.
4. To compare the mental health level of social workers working in private and government sectors in Kashmir.

Hypothesis of the Study

1. There is no significant difference in mental health between the male and female social workers.
2. There is no significant difference in job satisfaction between the male and female social workers.
3. There is no significant difference in mental health between the private and government social workers working in Kashmir.
4. There is no significant difference in job satisfaction between the private and government social workers working in Kashmir.

Variables of the Study

1) Independent variable

A) **Gender** - (1) Male (2) Female

B) **Sector** - (1) Social workers working in private sector (2) Social workers working in govt sector

2) Dependent variable

A) Score of Job Satisfaction

B) Score of Mental Health

METHODOLOGY OF THE STUDY

Sample:

The sample of the current research study consists of 200 social workers of the Kashmir division who were working in private as well as government sectors. The sample of the study consists of 100 males and 100 females. Purposive sampling technique was used to recruit the participants. The age range of the participants was 18-55 years. The ratio was 1:1 for the recruitment purpose.

Tools of the Study

Standardized tests and a scale were employed to measure some of the independent and the dependent variables in the current study.

- 1. Socio-demographic data sheet:** The socio-demographic data sheet is a semi structured sheet made by the researcher. It includes information about socio-demographic details like age, gender, religious faith, family type, marital status, occupation and qualification.

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2. **Mental Health Questionnaire:** This questionnaire was constructed and standardized by Dr Mithila. This test consists of 48 items and each item is provided with five alternative answers. There is no time limit to this test.
3. **Job Satisfaction Questionnaire:** This check list was constructed and standardized by Dr Hardeo ojha Bhagalpur in 2011. This inventory/ test consists of 32 items and each item is provided with two alternatives. The test reliability is 0.77 and validity is 0.52. There is no time limit to this test.

Research Design:

Since, there were two independent variables in the current study and each variable was classified at two levels. A 2x2 factorial design was used.

Gender –B	Working Sectors – A	
	Private – A1	Govt.- A2
Male – B1	B1A1	B1A2
Female – B2	B2A1	B2A2

Statistical Analysis of Data:

First, the data were analysed by means, SD and t test. Then, two-way ANOVA were applied. SPSS software (Version 24.0) was used for data analysis.

RESULTS OF THE STUDY

This section displays the personal details of the social work employees based on their frequency distribution and the percentage analysis are given

Table 01: Socio Demographic Profile of Participants

Variables	Description	Frequency and Percentage (N=200)
Age Group	18-28 Years	36.5% (73)
	29-36 Years	29.5% (59)
	37- 45 Years	13.5 % (27)
	Above 45 Years	20.5% (41)
Gender	Male	50.0% (100)
	Female	50.0% (100)
Marital Status	Single	42.0% (84)
	Married	54.5% (109)
	Widowed	1.0% (02)
	Divorced	2.5% (05)
Education	Matric	1.5% (03)
	Intermediate	4.5% (09)
	Graduate	28.5% (57)
	Post-graduate	65.5% (131)
Religion	Hinduism	3.5% (07)
	Islam	88.5% (177)
	Sikh	8.0% (16)
Family Type	Nuclear	51.0% (102)
	Joint	38.5% (77)
	Extended	10.5% (21)
Family Income	0 – 10001	11.5% (23)
	10002 – 29972	45.5% (91)
	29973 – 49961	28.5% (57)
	49962 – 74755	14.5% (29)

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Table 1 shows the demographic characteristics of the Participants. The age of the participants shows that the majority of the participant's age range is between 18- 28 (36.5%). Gender of the participants indicates that there were 50% females and 50% males, in the study. Regarding the marital status, most of the participants were married (54.5%). Educational qualification of the respondents indicates that (65.5%) of them have completed their post-graduation followed by graduation (28.5%). Religious affiliation of the participants indicates that majority of them belongs to Islam religion (88.5%) while (8.0%) were Sikhs. Majority of the participants were belonging to nuclear family (51.0%) and about (45.5%) of the participant's earned monthly income between 10002 – 29972 rupees monthly.

In this section, the researcher explains the statistical analysis and hypothesis results

- **According to Hypothesis No 1.** There is no significant difference in mental health between the male and female social workers.

Table 02: Gender wise comparison on mental health among social workers in Kashmir division

Gender	N	Mean	SD	't' value	Significance Level
Male Workers	100	54.83	10.27	2.41	0.05*
Female Workers	100	50.67	10.89		

This table shows the mental health level among male and female social workers in the Kashmir division. The investigator found that the mean value on mental health of male social workers was 54.83 and SD is 10.27. Similarly, the mean value on mental health of female social workers was 50.67 and SD is 10.89. The calculated "t" value is 2.41. It is significant at 0.05* levels. It indicates that there is a significant difference in mental health between the male and female social workers in Kashmir division. That became the reason that hypothesis 01 has been rejected in the present study.

- **According to Hypothesis No 2.** There is no significant difference in job satisfaction between the male and female social workers.

Table 03: Gender wise comparison on job satisfaction among social workers in Kashmir division

Gender	N	Mean	SD	't' value	Significance Level
Male Workers	100	39.10	06.83	0.49	Not Significant
Female Workers	100	41.57	07.24		

Table no 03 depicts the job satisfaction level among male and female social workers in Kashmir. The investigator found that the mean value of job satisfaction of male social workers was 39.10 and SD is 06.83. Similarly, the mean value of job satisfaction of female social workers was 41.57 and SD is 07.24. The calculated "t" value is 0.49. It indicates that there is no significant difference in job satisfaction between the male and female social workers in the Kashmir division. That is why hypothesis 02 has been accepted in the present study.

- **According to Hypothesis No 3.** There is no significant difference in mental health between the private and government social workers working in Kashmir.

Table 04: Sector wise comparison on mental health among social workers in Kashmir Division

Sector	N	Mean	SD	't' value	Significance Level
Employees working in Private sector	100	59.75	10.89	2.11	0.05*
Employees working in Government sector	100	62.38	07.94		

In this table it shows the mental health level among the social workers who are working in the private and government sector. The investigator found that the mean value of mental health of social workers working in the private sector was 59.75 and SD is 10.89. Similarly the mean value of mental health of social workers working in the government sector was 62.38 and SD is 07.94. The calculated “t” value is 2.11. It is significant at 0.05* levels. It indicates that there is significant difference in mental health between the social workers who are working in private and government sectors. That is why the above hypothesis no 03 has been rejected in the present study.

- **According to Hypothesis No 4.** There is no significant difference in job satisfaction between the private and government social workers working in Kashmir.

Table 05: Sector wise comparison on job satisfaction among social workers in Kashmir division

Sector	N	Mean	SD	't' value	Significance Level
Employees working in Private sector	100	41.57	06.23	0.08	Not Significant
Employees working in Govt sector	100	40.29	07.13		

In Table 05 it clearly shows the job satisfaction level among the social workers who are working in the private and government sector in Kashmir. The investigator found that the mean value of job satisfaction of social workers working in the private sector was 41.57 and SD is 06.23. Similarly, the mean value of job satisfaction of social workers working in the government sector was 40.29 and SD is 07.13. The calculated “t” value is 0.08. It indicates that there is no significant difference in job satisfaction between the social workers who are working in the private and government sector. That became the reason that hypothesis 04 has been accepted in the present study.

DISCUSSION

The aim of the present research study was to find out the effect of job satisfaction and mental health among social workers who are working in the government and private sector in Kashmir. The total sample consisted of 200 social workers (100 social workers of private sector) and (100 social workers of government sector) from Kashmir division, in the age range 18-55 years, following the inclusion and exclusion criteria. The sample was selected by using purposive sampling technique. The tools used were Socio-demographic profile, Job Satisfaction Questionnaire by Dr. Hardeo Ojha and Mental Health Questionnaire constructed and standardized by Dr Mithila. For the statistical Analysis SPSS 20 Version was used. The

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data obtained were analyzed through 't' test to know the mean difference between the two groups and then ANOVA was used for the further analysis.

In the present study, the first hypothesis reveals the significant difference was found between male and female social workers with special reference to their mental health in Kashmir. This significant "t" value 2.41 indicates that gender significantly affects mental health. The mean value of mental health of male social workers is 54.83, female social workers is 50.67. This highlights the fact that female social workers have better mental health than male social workers. Female social workers report that they are satisfied with advancement opportunities, recognition and pay scales and at the same time they have been maintaining their physical and mental health. In the second hypothesis the result obtained after analysis highlights that there is no significant difference found between male and female social workers in Kashmir with special reference to their job satisfaction.

The third hypothesis highlights that there would be significant differences found between social workers who are working in the private and government sector in Kashmir with reference to their mental health. This significant "t" value is 2.11. The mean values of mental health of social workers who are working in the private sector in Kashmir are 59.75, and social workers who are working in government sector are 62.38. This highlights the fact that social workers who are working in the government sector have better mental health than social workers who are working in private sectors. Social workers working in the government sector have completed their daily work very easily because the workload is very minimal compared to social workers working in the private sector. In the last hypothesis of the study the result shows that no significant difference was found between the social workers who are working in the private and government sector in Kashmir with special reference to their job satisfaction. That became the reason the hypothesis no 04 is accepted.

CONCLUSION

Job satisfaction has been found to have a major influence on job related behaviours such as intentions to turnover, absenteeism, and self-reported job performance (Paul and Nagy, 2002). Various literature highlights that there are strong inter-relationships among low levels of job satisfaction, the burnout syndrome and other organizational factors (Adam and Morris, 2002). Moreover, these negative aspects of work situations, as consequences of occupational stress may have an effect on employee's health (Richardson et al.,1992). Our results shows below points which are as under

1. There is a significant difference in mental health between the male and female social workers in Kashmir.
2. There is no significant difference in job satisfaction between the male and female social workers in Kashmir.
3. There is no significant difference in mental health between the private and government social workers working in Kashmir.
4. There is no significant difference in job satisfaction between the private and government social workers working in Kashmir.

Strength of the Study

The objective of the study was clearly stated.

- It is the first such study which checks the mental health and job satisfactions among the social workers in Kashmir division.
- The inclusion and exclusion criteria were stated.

Limitations Of the Study

However, we came across certain limitations in this study

- The major limitation of the current study is its small sample size.
- Participants in this study were restricted to specific regions of Kashmir only which could limit the generalization of the result.
- In this research study, personal bias of the researcher in selecting the sample size and sampling method and the personal bias of the respondents in providing the information cannot be ignored.
- Future studies could select representative subjects from the across the country to improve and expand the generalizability and stability of the model used in this research.

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Conflict of Interest

The author(s) declared no conflict of interest.

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