

## A Comparative Study of Job Satisfaction between Public Sector and Private Sector Employees

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### ABSTRACT

The major objective of present study was to compare the level of job satisfaction between public sector and private sector bank employees. A total of 100- 50 public sector (25 male & 25 female) and 50 private sector (25 male & 25 female) employees were randomly selected from different Banks of Azamgarh ranging between 25-45 years of age .Dr. Amar Singh and T.R. Sharma's 'Job Satisfaction Scale' was administered to measure the job satisfaction of bank employees. The result indicated that sex and type of sector had significant impact over job satisfaction of bank employees respondents. The interaction between type of sector and sex was also found significant.

**Keywords:** *Job Satisfaction, Public Sector and Private Sector Bank*

Job satisfaction is a subjective indicator that indicates how contented an individual feels while performing his/her duties. It is subjective in the sense that it cannot be defined by a single measurement alone. It is the amount of pleasure or contentment associated with a job. If you like your job intensely, you will experience high job satisfaction. If you dislike your job intensely, you will experience job dissatisfaction. Job satisfaction is an individual's emotional reaction to the job itself. It is his attitude towards his job. Job satisfaction can be defined as the positive feeling about one's job resulting from an evaluation of its characteristics. A person with high level of job satisfaction holds positive feelings about the job, while a person who is dissatisfied holds negative feelings about the job. Job satisfaction is simply how people feel about their jobs and different aspects of their jobs. Job satisfaction describes how happy an individual is with his or her job. 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 accomplishment and is generally supposed to be directly linked to productivity as well as to personal wellbeing. Job Satisfaction can be an important indicator of how employees feel about their jobs and a predictor of work behaviors such as organizational citizenship, absenteeism, and turnover. Further, job satisfaction can partially mediate the relationship of personality variables and deviant work behaviors. Job satisfaction

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## **A Comparative Study of Job Satisfaction between Public Sector and Private Sector Employees**

is correlated with life satisfaction. This correlation is reciprocal, meaning people who are satisfied with life tend to be satisfied with their job and people who are satisfied with their job tend to be satisfied with life.

The concept of job satisfaction has been developed in many ways by many different researchers and practitioners. One of the most widely used definitions in organizational research 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". According to Weiss and Cropanzano (1996), job satisfaction represents a person's evaluation of one's job and work context. This definition is still being debated. It captures the most popular view that job satisfaction is an evaluation and represents both belief and feelings. Others have defined it as simply how content an individual is with his or her job; whether he or she likes the job or not. It is assessed at both the global level (whether or not the individual is satisfied with the job overall), or at the facet level (whether or not the individual is satisfied with different aspects of the job). Spector (1997) lists 14 common facets: Appreciation, Communication, Coworkers, Fringe benefits, Job conditions, Nature of the work, Organization, Personal growth, Policies and procedures, Promotion opportunities, Recognition, Security, and Supervision. 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.

Review of literature reveals that there are contrasting findings about the effect of gender and type of sector on levels of job satisfaction. Consequently, the present study is designed to compare the job satisfaction level between public sector and private sector bank employees.

### ***Objectives***

1. To compare the job satisfaction level of male and female bank employees.
2. To compare the job satisfaction level of public sector and private sector bank employees.
3. To study the combined impact of sex and type of sector on job satisfaction.

### ***Hypotheses***

1. There will not be significant difference between the job satisfaction level of male and female employees of banks.
2. There will not be significant difference between the job satisfaction level of the public sector and private sector bank employees.
3. There is no significant interaction effect on job satisfaction with regard sex and type of sector.

## **METHODOLOGY**

### ***Research design***

A 2x2 factorial design was used. In this design sex variable (male vs female) was varied at two level, likewise sectors (public sector and private sector) also varied at two levels.

## A Comparative Study of Job Satisfaction between Public Sector and Private Sector Employees

### Sample

The present study was conducted on 100 samples, 50 public sector(25 male & 25 female) and 50 private sector(25 male & 25 female) employees were randomly selected from different bank of Azamgarh ranging between 25-45 years of age.

### Tools

1- '**Job Satisfaction Scale**' by Dr. Amar Singh and T.R. Sharma.

### Procedure

The researcher personally approached the respondents and collected information about them. After that '**JOB SATISFACTION SCALE**' was administered and scored as per manual of the scale.

## RESULT AND DISCUSSION

*Table-1 showing Mean and S.D values obtained on job satisfaction scale by respondents*

Type of sectors	Sex	N	M	S.D
Public Sector	Male	25	81.24	5.25
	Female	25	82.24	6.23
Private Sector	Male	25	63.44	6.73
	Female	25	66.76	7.94

A perusal of table-1 shows that mean scores of public sector female employees of banks ( $M=82.24\pm6.23$ ) is comparatively higher than private sector male employees of banks ( $M=81.24\pm5.25$ ). Likewise mean scores of the private sector female employees of banks ( $M=66.76\pm7.94$ ) is comparatively higher than private sector male employees of banks ( $M=63.44\pm6.73$ ).

**Table No -2 Showing ANOVA summary of job satisfaction with reference to sectors and Sex.**

Source of variance	Sum of squares	d.f	Mean squares	F Ratio	Level of significance
A=Gender	536352.52	1	536352.52	98.41	Significant
B=Type of sector	543561.52	1	543561.52	99.73	Significant
Interaction (A×B)	1058187.6	1	1058187.6	194.16	Significant
SSW(Error)	523193.28	96	5449.93		
SST	544919.76	99			

With review to see these characteristics of data evinced by visual inspection of Table-2 are statistically significant ,Two- way Analysis of Variance was computed obtained F.value reveals that F. ratio for Gender ( $F=98.41>.05$ ) and Type of sector ( $F=99.73>.05$ ) was found significant at any respectable level of significance. The interaction F ratio between two variables of paramount importance ( $F=194.16>.05$ ) was also found significant at any respectable level of significance.

## **A Comparative Study of Job Satisfaction between Public Sector and Private Sector Employees**

The finding might be interpreted that the public sector bank employees have exhibited more job satisfaction than private sector bank employees because the private sector bank employees suffer from more occupational stress as compared to public sector bank employees. Sometime, because of job insecurity, work overload, work pressure, role ambiguity (Rizvi 2009) as Poonam (2009) have found that private sector employees face more role ambiguity as compared to public sector employees.

It is concluded that employees of public sector banks are more satisfied than private sector bank employees. Job security, welfare measures, salary, time schedule, work load & organizational culture are the most important factors of job satisfaction. In public sector banks employee have good & healthy work environmental, good relation with their bosses, whereas private sector bank employees have to struggle to maintain stability at work place & good relationship with their bosses. Job commitment is higher in public sector banks.

The results suggest that the factors had satisfactorily explained job satisfaction and that the policy makers and managers should focus on enhancing the employee job satisfaction, if they want to increase their productivity. Work conditions, fairness, promotion, pay, security of job, welfare policies and job stability are the key factors. Layoffs threats, quick turnover, less welfare schemes and less scope for growth increases job dissatisfaction. The productivity of the employees is the prime factor as far as the success of an organization is concerned. The productivity in turn is dependent on the welfare of the human resource management and maintaining higher job satisfaction level in banks determine not only the performance of the bank but also affect the growth and performance of the entire economy.

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## **A Comparative Study of Job Satisfaction between Public Sector and Private Sector Employees**

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