

Assertiveness and Job Satisfaction among Psychologists in Kerala

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ABSTRACT

Aim: Assertiveness is the ability to express one's feelings, opinions, beliefs, and needs directly, openly and honestly, while not violating the personal rights of others. Job Satisfaction is an attitude which results from balancing and summation of many specific likes and dislikes experienced in connection with the job. A psychologist is a mental health professional who evaluates and studies behaviour and mental processes. The present study aimed to investigate the assertiveness and job satisfaction among psychologists in Kerala.

Methods: This study was done on 120 psychologists out of which 60 males and 60 females (40 Clinical psychologist, 40 Counselling psychologist, 40 educational Psychologist) through purposive sampling technique. The Rathus Assertiveness Schedule, Job Satisfaction Scale were used to collect data. Data were analysed by using Mean, S.D, two-way ANOVA, and Pearson product moment correlation. **Result:** Result proves it, there is a significant difference in the assertiveness among psychologists in Kerala across gender. There is no significant difference in the assertiveness among psychologists in Kerala across their area of speciality. Males have high assertiveness and job satisfaction compared to females in each area of speciality. There is a significant difference in the job satisfaction among psychologists in Kerala across gender and area of speciality also. Statistically there is no significant correlation between assertiveness and job satisfaction among Psychologists in Kerala.

Keywords: *Assertiveness, Job Satisfaction*

Assertiveness is the ability to express one's feelings, opinions, beliefs, and needs directly, openly and honestly, while not violating the personal rights of others (Ellis & Hartley, 2005). Assertive Psychologist are able to present suggestions in a direct, comfortable way, give and take criticism, assess the rights and responsibilities in a counselling situation, and act on assessments in a thoughtful problem-solving way. Lack of assertiveness results in diminished communication efficacy, thus compromising client care. When Psychologist expresses a lack of confidence and a lack of assertiveness, patients, students as well as client may notice. If those patients do not feel that psychologist is confident in their work, they will not have a strong trusting relationship. For psychologist to empower their clients, they need

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to be assertive. Assertiveness should not be mistaken for aggressiveness, which involves inappropriate expression of thoughts, emotions and beliefs in a way that violates the rights of others (Lawton and Stewart, 2005).

Job Satisfaction

Job satisfaction is a widely accepted psychological aspect of functioning in any profession. Job satisfaction is a favourableness with which workers view their job. It results when there is a fit between job requirements and the wants and the expectations of employees. In other words it expresses the extent of match between workers' expectations (also aspirations) and the rewards the job provides and the values it creates and gets cherished.

Psychologist

A psychologist is a professional who evaluates and studies behaviour and mental processes

Classification of psychologist

Clinical psychologist

Works in clinical settings. Clinical psychologist aim to reduce psychological distress and enhance and promote psychological well being. They deal with a number of mental and physical problems including anxiety, depression, addiction and relationship problems. Focuses on individuals with more serious mental health issues such as psychosis.

Counselling psychologist

They integrate psychological theory and research with therapeutic practice. They work closely with clients to look at mental health issues and explore the underlying problems that may have caused them. Counselling psychologist in general, focus more on healthier, less pathological populations.

Educational Psychologist

An educational psychologist is a psychologist whose differentiating functions may include diagnostic and psycho educational assessment, psychological counselling in educational communities, community type psycho educational intervention, and mediation coordination, and referral to other professionals, at all level of the educational system

The present study was mainly focused to find out the Assertiveness and job satisfaction among Psychologist In Kerala.

Definition of key terms

Assertiveness is the ability to express your emotions and needs without violating the rights of the others and without being aggressive.

Job Satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job or effective reaction to one's job, or an attitude towards one's job.

REVIEW OF LITERATURE

Assertiveness

Andrian Furrnam (2006) Analysis of study “Assertiveness in three cultures: multidimensionality and cultural difference” This study was administered using the Wolp – Lazarus Assertiveness scale to 3 groups of South African nurses (N=108). African, Indian and European were matched in terms of age, sex, education, occupation and language competence a significant difference was found between the three groups :the Europeans (whites) were the most assertive and the Indians the least. Factor analysis revealed that the scale was multi – rather than one-dimensional and that a different factor structure from each group.

Job Satisfaction

Raghunatha and Krishna (2011) studied the Employee Involvement and Job Satisfaction in Indian Corporate sector. This study meant to find out the employee’s attitude towards job satisfaction and job involvement. The findings of the study show that the managerial level of employees has low level of satisfaction and Engineers have low level of Job Involvement and supervisors have low level of commitment towards the organisation.

Job satisfaction and Assertiveness

Wittkamper and Kathleen A. (1982) studied the relationship between assertiveness and job satisfaction of home economist in business in London. Sample consists of 200 peoples. The result of the study showed that there is a significant relationship between assertiveness and job satisfaction among home economist based on gender.

Rationale

After reviewing of literature researcher found that there is no research related with assertiveness and job satisfaction among psychologist so that researcher trying to research on this topic . Researcher is hopeful of finding out valuable information so as to enable researcher and others to contribute for the welfare of the Psychologists.

Relevance of the study

Present study on assertiveness and Job satisfaction among Psychologist in Kerala is relevant study as it tries to explore the relationship between the psychological capacities and Occupational life of Psychologist. This study is conducted to understand whether there is significant relationship between assertiveness and Job Satisfaction in Psychologist. From the present social situations we can understand that Psychologist’s are facing many problems in decision making and communication in their field. These problems lead to physical and mental biases in many occasions. The psychologist being assertive can reduce many problems. Assertiveness is the way of expressing one’s emotions without violating the right of others.

Job problems among Psychologist being increased day by day . They face much difficulty in managing their job. So here the main aim of this study is focused on to understand the level of assertiveness and job satisfaction among psychologists in Kerala across their gender and area of speciality.

METHODS

Problem

Is there a difference between Assertiveness and Job satisfaction among Psychologists in Kerala across Gender and their area of specialization?

Aim

To understand the level of Assertiveness and Job satisfaction among psychologists in Kerala across their gender and area of speciality.

Objectives

1. To study assertiveness, job satisfaction among psychologists in Kerala based on gender.
2. To study assertiveness, job satisfaction among psychologists in Kerala based on area of speciality.
3. To compare assertiveness and job satisfaction among psychologists in Kerala.

Variables

1. Independent Variables: Gender, Area of Speciality
2. Dependent Variables: Job satisfaction, Assertiveness

Hypotheses

Pursuant to the above objectives, five hypotheses are formulated and to be tested on a sample of 120 psychologists.

1. There is no significant difference in the Assertiveness among Psychologists in Kerala across gender.
2. There is no significant difference in the Assertiveness among psychologists in Kerala across area of speciality
3. There is no significant difference in the Job Satisfaction among Psychologists in Kerala across gender.
4. There is no significant difference in the job satisfaction among psychologists in Kerala across area of speciality
5. There is no significant correlation between in the assertiveness and job satisfaction among psychologists in Kerala.

Research Design

2 x 3 factorial design was adopted for the study.

	Clinical psychologists	Counselling psychologists	Educational psychologists	
Male	20	20	20	60
Female	20	20	20	60
	40	40	40	N=120

Research Sample

Purposive sampling method was used for this study. The study sample was comprised of 120 psychologist at age range of 24- 48 from different parts of Kerala. The sample for the study

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consisted of 60 males and 60 females out of total 120 psychologists. The sample was equally taken from the population by the basis of gender and as well as area of speciality. The sample has been taken from Kerala.

The sample belonged to the different gender, religious, family type, area of residence, year of experience status groups.

Sampling Criteria

Inclusion criteria:

1. Willing participants through online
2. Psychologist residing at Kerala
3. Only consider educational psychologist, clinical psychologist, counselling psychologist for this study
4. Age limit 24-48 years

Exclusion criteria:

1. Keralaites but working outside Kerala.

Tools

The following tools were administered individually for collecting the required data.

1. Socio-demographic data
2. The Rathus assertiveness Schedule (1973) developed by Spencer A Rathus
3. Job Satisfaction Scale (2005) developed by Dr. Amer Singh and T.R Sharma.

Procedure

Permission to conduct the study was obtained from the authorities and ethical committees of the Department. As a first step rapport was established with each individual subject through online by the help of social medias. After a brief introduction about the purpose of the study all the questionnaires were administered individually providing necessary instructions through online. Prior to inclusion in the study online informed consent was collected from all the subjects. The participants were reassured about their anonymity and confidentiality of the information they were providing. The respondents were not required to reveal their names anywhere in the questionnaires or in personal data sheet.

Analysis of the data

The collected data were analyzed using following statistical tests. The statistical analysis was carried out using the Statistical package for social science (SPSS) version 20 was used for analysis.

1. Mean , Standard Deviation
2. Two way Analysis Of Variance
3. Pearson's correlation coefficient

Ethical Issues

1. Research was taken only after approval from the department research committee
2. Confidentiality of the obtained information was maintained throughout the study.

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3. Data collected has been used only for research purpose.
4. Informed Online consent was taken from the samples before collecting the data.

RESULTS

Data analysis and its Interpretation

The main purpose of the present study was investigating the Assertiveness and Job satisfaction among Psychologist in Kerala. For this purpose investigator formulated 5 hypotheses. Results are shown in below given tables.

Table 1 Mean and SD on Assertiveness among psychologists in Kerala across Area of speciality and Gender

Area of speciality	Gender	N	Mean	SD
Clinical Psychologist	Male	20	20.05	11.68
	Female	20	6.70	16.65
	Total	40	13.37	15.72
Counselling Psychologist	Male	20	14.00	21.49
	Female	20	5.45	15.87
	Total	40	9.72	19.15
Educational Psychologist	Male	20	19.20	12.25
	Female	20	5.85	12.81
	Total	40	12.52	14.10
Total	Male	60	17.75	15.76
	Female	60	6.00	14.95
	Total	120	11.87	16.39

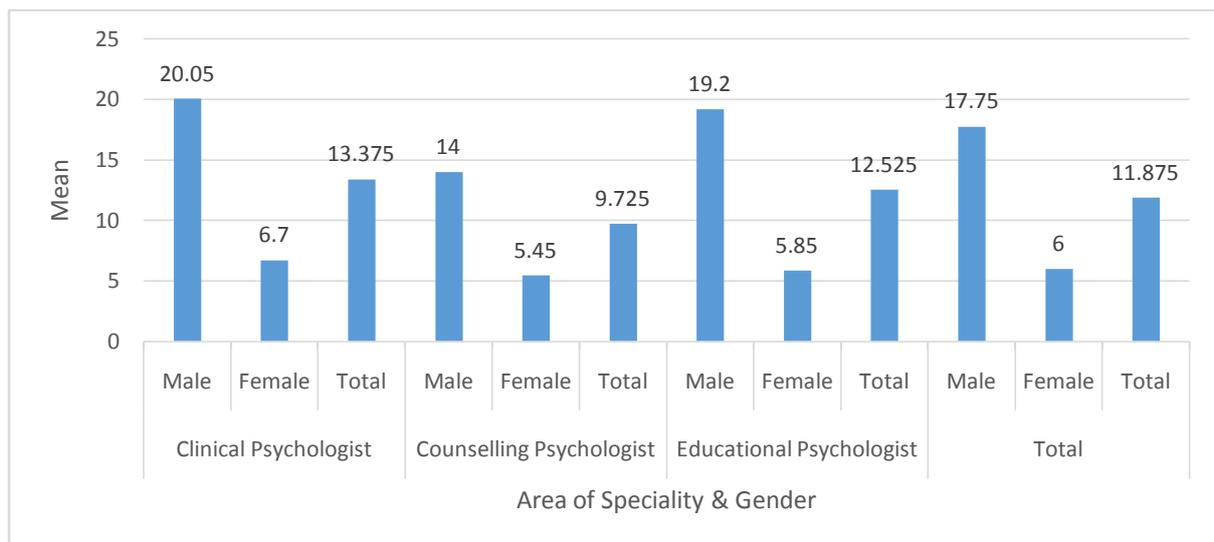


Figure 1 Mean scores of Assertiveness among Psychologists in Kerala across Gender and Area of speciality.

Table 1 show that Males have high assertiveness compared to females in each area of speciality. Clinical psychologist exhibit higher level of assertiveness compared to their other counterparts. Result indicates that males are more assertive than females. Educational psychologist stands in second in assertiveness whereas counselling psychologists are the

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lowest in assertiveness. Male psychologist demonstrate higher assertiveness across all areas of specialization compared to their female counterparts in all those areas of specialization.

Table 2 Two way analysis of variance on Assertiveness among psychologists in Kerala across gender and area of speciality

Source	SS	df	MS	F	p
Area of speciality	291.80	2	145.90	.607	.547
Gender	4141.87	1	4141.87	17.22	.001
Area of speciality * Gender	153.60	2	76.80	.319	.727
Error	27411.85	114	240.45		
Total	48921	120			

The null hypothesis 1 says that there is no significant difference in the assertiveness among Psychologist in Kerala across gender. This hypothesis was tested by using Two-way ANOVA. Result (Table 4.2) shows that the F value for gender difference is significant. Hence the null hypothesis is rejected.

The hypothesis 2 says that there is no significant difference in the assertiveness among Psychologist in Kerala across area of speciality. The result (Table 4.2) shows that the F value for area of speciality is not significant. Hence the null hypothesis is accepted.

There is no interaction effect between gender and area of speciality in assertiveness among psychologists in Kerala.

Table 3 Mean and SD on Job Satisfaction among Psychologists in Kerala based on Area of Speciality and Gender.

Area of speciality	Gender	N	Mean	SD
Clinical Psychologist	Male	20	80.45	8.98
	Female	20	72.30	10.94
	Total	40	76.37	10.70
Counselling Psychologist	Male	20	73.15	7.13
	Female	20	71.25	11.25
	Total	40	72.20	9.25
Educational Psychologist	Male	20	80.00	5.39
	Female	20	75.00	13.63
	Total	40	77.50	10.54
Total	Male	60	77.86	7.94
	Female	60	72.85	11.90
	Total	120	75.35	10.38

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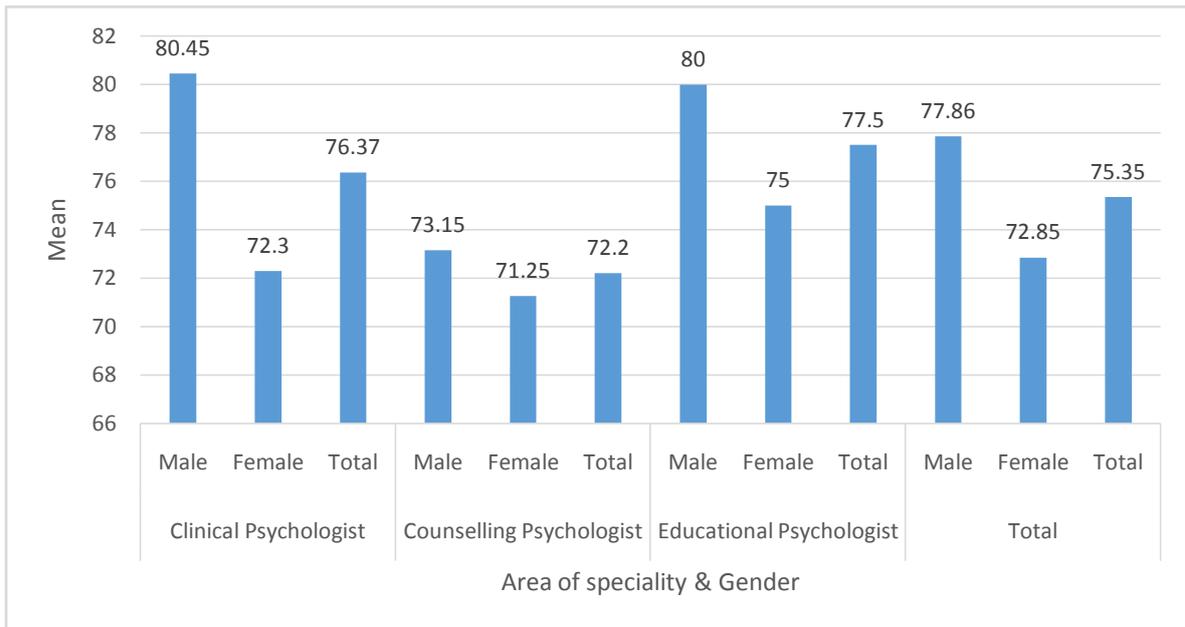


Figure 2 Mean scores of Job satisfaction among Psychologists in Kerala across Gender and Area of Speciality.

Table 3 shows that, Males have high job satisfaction compared to females in each area of speciality. Educational psychologist exhibit higher level of job satisfaction compared to their other counterparts. Clinical psychologist stand in second in job satisfaction where as counselling psychologists are the lowest in job satisfaction.

Table 4 Two way analysis of variance on Job Satisfaction among Psychologists in Kerala across Area of Speciality and Gender.

Source	SS	df	MS	F	p
Area of speciality	623.817	2	311.908	3.155	0.046
Gender	755.008	1	755.008	7.636	0.007
Area of speciality * Gender	195.317	2	97.658	.988	.376
Error	11271.450	114	98.872		
Total	694311	120			

Hypothesis 3 says that, there is no significant difference in the job satisfaction among Psychologist in Kerala across Gender. This hypothesis was tested by using Two-way ANOVA. Result (Table 4) shows that the F value for gender difference is significant. Hence the null hypothesis is rejected

Hypothesis 4 says that, there is no significant difference in the job satisfaction among Psychologist in Kerala across area of speciality. This hypothesis was tested by using Two-way ANOVA. Result (Table 4) shows that the F value for gender difference is significant. Hence the null hypothesis is rejected

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There is no interaction effect between gender and area of speciality in Job satisfaction among psychologist in Kerala.

Table 5 *Post hoc analysis on job satisfaction among psychologist in Kerala across area of speciality*

(I) Area of speciality	(J) Area of speciality	Mean difference (I-J)	Sig
Clinical Psychologist	Counselling Psychologist	4.1750	.070
	Educational Psychologist	-1.1250	.623
Counselling Psychologist	Clinical Psychologist	-4.1750	.070
	Educational Psychologist	-5.3000	.022
Educational Psychologist	Clinical Psychologist	1.1250	.623
	Counselling Psychologist	5.3000	.022

Table 5 shows that there is a significant difference in the Job satisfaction between counselling and Educational Psychologist and there is no significant difference in the job satisfaction between other counterparts.

Table 6 *Correlation co-efficient value between Assertiveness and Job Satisfaction.*

Variables	Assertiveness	Job satisfaction
Assertiveness	Pearson correlation	1
	Sig. (2-tailed)	.907
	N	120
Job satisfaction	Pearson correlation	-.011
	Sig. (2-tailed)	.907
	N	120

Hypothesis 5 says that there is no significant correlation between assertiveness and job satisfaction among psychologist in Kerala. Result shows that (Table 6) statistically there is no significant correlation between assertiveness and job satisfaction.

SUMMARY AND CONCLUSION

Assertiveness is the ability to express one's feelings, opinions, beliefs, and needs directly, openly and honestly, while not violating the personal rights of others. Job Satisfaction is an attitude which results from balancing and summation of many specific likes and dislikes experienced in connection with the job. A psychologist is a mental health professional who evaluates and studies behaviour and mental processes. The purpose of this study was to determine the assertiveness and job satisfaction among Psychologist in Kerala across gender and area of speciality. The study was exploratory in nature and Purposive sampling method was used. 2 x 3 factorial Design was adopted for the study. The sample for the study was consisted of 60 males and 60 females out of total 120 psychologists. The sample was equally taken from the population by the basis of gender and as well as area of speciality. The participants were administered The Rathus Assertiveness Schedule, by Spencer A Rathus (1973) to assess the Assertiveness and Job Satisfaction Scale developed by Dr. Amer Singh and T.R Sharma (2005) to assess the Job satisfaction. For data analysis two way ANOVA and Pearson's Product Moment Coefficient of Correlation were employed.

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Major Findings

1. There is a significant difference in the assertiveness among psychologist in Kerala across gender
2. There is no significant difference in the assertiveness among psychologist in Kerala across their area of speciality
3. Males have high assertiveness and job satisfaction compared to females in each area of speciality
4. Clinical psychologist exhibit higher level of assertiveness compared to their other counterparts. Result indicate that males are more assertive than females.
5. Educational psychologist stand in second in assertiveness where as counselling psychologists are the lowest in assertiveness
6. Male psychologist demonstrate higher assertiveness across all areas of specialization compared to their female counterparts in all those areas of specialization.
7. There is a significant difference in the job satisfaction among psychologist in Kerala across gender and as well as area of speciality also.
8. Educational psychologist exhibit higher level of job satisfaction compared to their other counterparts. Clinical psychologist stand in second in job satisfaction where as counselling psychologists are the lowest in job satisfaction
9. Counselling psychologist shows lowest level of assertiveness and job satisfaction compared to other areas of speciality.
10. There is a significant difference in the job satisfaction between Counselling and Educational psychologist
11. Statistically there is no significant correlation between assertiveness and job satisfaction among psychologists in Kerala.

Implication

1. As the results of the study indicates that females have significantly less assertiveness and job satisfaction compared with males across all the area of specialization, therefore intervention programmes can be planed for female psychologists.
2. As the result shows that counselling psychologist has lowest level of assertiveness and job satisfaction compared to other areas of speciality. Hence welfare of counselling psychologist can be focused.
3. Study can be useful for the welfare of all the psychologist.

Limitations

1. Sample size was small.
2. Samples of psychologist were only from Kerala state.

Scope for Further Study

1. Further research can be done on larger population across different variables.

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Conflict of Interest

The authors colorfully declare this paper to bear not conflict of interests

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