

## Investigating levels of complacency among management faculties in Bangalore and Pune: A comparative analysis

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### Abstract

**Purpose** -The purpose of this paper is to investigate the levels of complacency among management faculties in Pune and Bangalore and to examine the effects of demographics on them.

**Design/ Methodology /Approach:** This study is empirical in nature with use of deductive reasoning. Responses were collected from management faculties from different institutions from Bangalore and Pune. Chi square test is used to analyze the complacency level of employees.

**Findings:** The results found that complacency level among management faculties of Pune is moderately high compared to management faculties in Bangalore. Factors like working environment, research opportunities and motivation ranked highest while factors such as selection of faculties on merit basis and academic environment ranked as the lowest. Nonetheless, demographic variables such as age, experience and length of service has significant influence on complacency level among management faculties where as gender and marital status show less significant influence on complacency level.

**Originality/Value:** The present study helped in understanding the complacency level among management faculties which will help management institutions. It also tried to identify demographic variables which could influence the complacency level among faculties.

**Practical Implications:** The finding on complacency supports the need of educational institutions. The paper helps academicians and management institutions to understand the factors influencing satisfaction level of faculties. This also helps academicians to adopt and implement strategies that will facilitate to increase the complacency level among faculties. Thus the study can serve as a channel for the academic performance and overall holistic development of the society.

**Keywords:** Complacency, Management Faculties, Bangalore, Pune

**Type:** Research Paper

Introduction:

Employee Complacency is one of the vital construct for job outcome (Oshagbemi, 2003). Complacency of employees is highly correlated with employee performance, productivity, and involvement (Chen, 2006). It is essential to consider the factors influencing employees' complacency level. It should be considered as priority as only few organizations consider that complacency level of employees is vital for the growth of the organization (Munhurrun, 2009). As faculties are the back bone of any institutions, their involvement and complacency plays significant role in achieving institutional goals and meeting stake holder's requirements. Examining the complacency level of management faculties or academicians in higher education institutions is a major concern and issue (Ku "sku ", 2003). Management education plays an important role in the holistic development of the society (Veena shenoy, 2016). In academia, faculties are one of the most important stakeholders as they play major role in achieving the goals of the institutions (Capelleras, 2005). The core task of every faculty is teaching, research and administration related activities (Oshagbemi,T 2000a). The role of culture and working environment are vital in creating sound employee experience and employee engagement (Veena Shenoy, 2018). The current study helps to examine the complacency level among management faculties of Pune and Bangalore.

**Literature review:**

There is an emphasis on quality education over the past decade as there are many stakeholders in academia whose primary task is to impart quality and thereby a change from mass education to more rapt approach in teaching(Loutete-Dangui, 1994). (Friga, 2003)

The author highlighted on high quality education in academia consistently and at a larger degree. (Smimou, 2011) A lot of research work has been carried out on teaching quality and enhancement of teachers and teaching including students learning, however, there are very few research on defining the term quality in academia. Motivation acts as a key criteria in students learning. (Roth, 2007) the study tried to understand the self motivation of teachers which is a reflection of students feedback and their acceptance of certain characteristics of teachers which is considered as enviable behavior on the part of teachers. (Wilkesmann, 2012) Yet another study shows that the incentives given on a selective basis has no effect and in certain cases almost negative effect unless teachers are intrinsically motivated.(Reeve, 2004) (Ryan, 2000b) (Ryan, 2006) (Niemiec, 2009) A teacher who is self motivated and which is intrinsic in nature essentially has three basic characteristics – affiliation, competence and autonomy.(Altbach, 2010) (Arar, 2015) there is a drastic change in the way teaching is carried out in the past few years with more emphasis on quality teaching and undertsanding students and being responsible to their calls.

The previous study reveals that demographics factors have influence on employee complacency (Tu, 2005). The literature discussed in previous studies focused on the competencies of employees in providing satisfaction (Yadav A 2013). Employee complacency lead to various positive outcomes such as it reduces absenteeism, low turnover, and increased productivity.

## **STATEMENT OF PROBLEM**

Faculties are considered as a key partner for the development and shaping the future of students. Hence it is essential to examine and understand the factors influencing the complacency level of management faculties. If employees are happy and satisfied they are productive and perform to the best of their capability. Moreover they will be loyal and committed to the organization. Thus there is need to examine the complacency level of management faculties.

## **OBJECTIVES OF THE STUDY**

- To identify indicators/ factors influencing job satisfaction of management faculties
- To evaluate the satisfaction level of Management faculties in Bangalore and Pune

## **RESEARCH METHODOLOGY**

In this study the data is collected through primary source. A questionnaire survey technique is used to collect data from Faculties of various undergraduate and Post graduate Management colleges. A group of 120 respondents which includes 61 samples from Bangalore and 59 from Pune were taken for the study. This study is descriptive in nature. It tends to describe the differences of Job satisfaction among respondents using key demographic characteristics. Statistical tool- Chi-square test has been used to analyze and interpret the data. A five point Likert scale with 12 questions each on job satisfaction is sent to 120 respondents in Bangalore and Pune. Out of 150 questionnaire sent to different institutions in Bangalore and Pune, 120 responded which comes to 80 percent.

### **Hypothesis:**

H<sub>1</sub>: There is a significant influence of age on Job satisfaction

H<sub>2</sub>: There is a significant influence of Gender on Job satisfaction

H<sub>3</sub>: There is a significant influence of marital status on Job satisfaction

H<sub>4</sub>: There is a significant influence of designation on Job satisfaction

H<sub>5</sub>: There is a significant influence of faculty experience on Job satisfaction

### **DATA ANALYSIS AND DISCUSSION**

A Chi-square test was conducted to find out the Job satisfaction of faculties working in Management Institutions in Bangalore and Pune city. The data was analyzed to test the hypothesis and find out the job satisfaction of faculties in terms of demographic variables.

### **EVALUATION AND CRITERIA'S:**

#### **1. Age wise analysis:**

| Main criteria for Job satisfaction:<br>Age wise Analysis           | Bangalore  |    |                    |                         | Pune       |    |         |                         |
|--|------------|----|--------------------|-------------------------|------------|----|---------|-------------------------|
|  | Chi-square | DF | F value ( 2 sided) | Hypothesis              | Chi-square | DF | F value | Hypothesis              |
| Teaching Profession Provides me lot of opportunities               | 61.82      | 6  | .000               | H <sub>0</sub> accepted | 22.91      | 6  | .001    | H <sub>0</sub> accepted |
| In my college selection of teachers are made on the basis of merit | 79.52      | 6  | .000               | H <sub>0</sub> accepted | 24.82      | 4  | .000    | H <sub>0</sub> accepted |
| My college environment motivates me                                | 46.79      | 9  | .000               | H <sub>0</sub> accepted | 7.88       | 4  | .096    | H <sub>0</sub> rejected |
| My college motivates the faculty to pursue research                | 45.90      | 6  | .000               | H <sub>0</sub> accepted | 10.31      | 2  | .006    | H <sub>0</sub> rejected |
| My college management, principal                                   | 45.96      | 6  | .000               | H <sub>0</sub> accepted | 10.45      | 2  | .005    | H <sub>0</sub>          |

|  |       |   |      |                         |       |   |      |  |             |
|--|-------|---|------|-------------------------|-------|---|------|--|-------------|
| motivates me to attend FDP                             |       |   |      |                         |       |   |      |  | Rejected    |
| I am happy with the academic environment of my college | 58.64 | 6 | .000 | H <sub>0</sub> accepted | 7.01  | 6 | .319 |  | Ho rejected |
| Teaching is untouchably the best profession            | 81.37 | 9 | .000 | H <sub>0</sub> accepted | 16.17 | 4 | .003 |  | H0 accepted |

**Interpretation:** The above table reveals that P is less than 0.05 in Bangalore thus null hypothesis is accepted. Hence, there is no job satisfaction among Bangalore faculties in terms of opportunities, motivation etc. but in Pune the findings reveal that Null hypothesis is rejected as P value is greater than the 0.05. So there is job satisfaction among faculties in Pune city. Comparative statement with regard to age group shows that faculties in Pune are more satisfied than Bangalore.

### 1. Gender wise Analysis

| Main criteria for Job satisfaction:<br>Gender wise Analysis |  | Bangalore  |    |                  |             | Pune       |    |         |             |
|---|--|------------|----|------------------|-------------|------------|----|---------|-------------|
| S.l no  | Criteria's   | Chi-Square | DF | F value(2 sided) | Hypothesis  | Chi-square | DF | F value | Hypothesis  |
| 1   | Teaching Profession Provides me lot of opportunities               | 13.96      | 4  | .007             | Ho rejected | 11.67      | 3  | .009    | Ho rejected |
| 2   | In my college selection of teachers are made on the basis of merit | 7.51       | 4  | .111             | Ho rejected | 20.88      | 2  | .000    | Ho accepted |
| 3   | My college environment motivates me                                | 10.95      | 6  | .90              | Ho rejected | 7.67       | 2  | .014    | Ho accepted |

|    |   |       |   |       |             |       |   |      |                         |
|----|---|-------|---|-------|-------------|-------|---|------|-------------------------|
| 6  | My college motivates the faculty to pursue research         | 7.77  | 4 | 0.100 | Ho rejected | 4.12  | 1 | .042 | Ho accepted             |
| 10 | My college management, principal motivates me to attend FDP | 5.58  | 4 | .232  | Ho rejected | 7.76  | 1 | .005 | H <sub>0</sub> rejected |
| 11 | I am happy with the academic environment of my college      | 8.010 | 4 | .091  | Ho rejected | 15.85 | 3 | .001 | H <sub>0</sub> accepted |
| 12 | Teaching is untouchably the best profession                 | 9.24  | 6 | .160  | Ho rejected | 18.38 | 2 | .000 | Ho accepted             |

**Interpretation:** The above table study reveals that P is greater than 0.05 in Bangalore thus, null hypothesis rejected. So there is job satisfaction among Bangalore faculties in terms of opportunities, motivation etc. but in Pune major finding is that Null hypothesis accepted as P value is lesser than the 0.05. So there is no job satisfaction among faculties in Pune city. Comparative statement with regard to gender group shows that faculties in Bangalore are more satisfied than Pune.

## 2. Marital Status Wise Analysis:

| Main criteria for Job satisfaction<br>Marital status wise Analysis | Bangalore  |    |                  |             | Pune       |    |         |             |
|--|------------|----|------------------|-------------|------------|----|---------|-------------|
|  | Chi-Square | DF | F value(2 sided) | Hypothesis  | Chi-square | DF | F value | Hypothesis  |
| Teaching Profession Provides me lot of opportunities               | 19.03      | 2  | .000             | Ho Accepted | 17.75      | 3  | .000    | Ho Accepted |
| In my college selection of teachers are made on the basis of merit | 20.68      | 2  | .000             | Ho Accepted | 20.80      | 2  | .000    | Ho Accepted |

|   |       |   |      |             |       |   |      |             |
|---|-------|---|------|-------------|-------|---|------|-------------|
| My college environment motivates me                         | 12.16 | 3 | .007 | Ho rejected | 7.49  | 2 | .024 | Ho rejected |
| My college motivates the faculty to pursue research         | 32.05 | 2 | .000 | Ho Accepted | 10.31 | 1 | .001 | Ho Accepted |
| My college management, principal motivates me to attend FDP | 12.98 | 2 | .002 | Ho Accepted | 10.28 | 1 | .001 | Ho Accepted |

|  |       |   |      |             |       |   |      |             |
|--|-------|---|------|-------------|-------|---|------|-------------|
| I am happy with the academic environment of my college | 37.74 | 2 | .000 | Ho Accepted | 6.45  | 3 | .091 | Ho rejected |
| Teaching is untouchably the best profession            | 32.05 | 3 | .000 | Ho Accepted | 14.86 | 2 | .001 | Ho Accepted |

**Interpretation:** The above table study reveals that P is less than 0.05 in Bangalore thus, null hypothesis accepted. Hence, there is no job satisfaction among Bangalore faculties in terms of opportunities, motivation etc. but in Pune finding is that 2 factors Null hypothesis rejected as P value is greater than the 0.05. So there is slight job satisfaction among faculties in Pune city. Comparative statement with regard to marital status shows that faculties in Pune are more satisfied than Bangalore.

### 3. Designation Wise Analysis:

| Main criteria for Job satisfaction: Designation wise Analysis      | Bangalore  |    |                  |             | Pune       |    |         |             |
|--|------------|----|------------------|-------------|------------|----|---------|-------------|
|  | Chi-Square | DF | F value(2 sided) | Hypothesis  | Chi-square | DF | F value | Hypothesis  |
| Teaching Profession Provides me lot of opportunities               | 81.63      | 4  | .000             | Ho accepted | 50.03      | 3  | .000    | Ho accepted |
| In my college selection of teachers are made on the basis of merit | 55.05      | 4  | .000             | Ho accepted | 41.62      | 2  | .000    | Ho accepted |
| My college environment motivates me                                | 21.10      | 6  | .002             | Ho accepted | 3.88       | 2  | .143    | Ho Rejected |
| My college motivates the faculty to pursue research                | 16.40      | 4  | .003             | Ho accepted | 2.70       | 1  | .100    | Ho Rejected |
| My college management, principal motivates me to attend FDP        | 21.59      | 4  | .000             | Ho accepted | 7.67       | 1  | .006    | Ho Rejected |
| I am happy with the academic environment of my college             | 44.23      | 4  | .000             | Ho accepted | 10.08      | 3  | .018    | Ho Rejected |
| Teaching is untouchably the best profession                        | 45.13      | 6  | .000             | Ho accepted | 1.82       | 2  | .403    | Ho Rejected |

**Interpretation:** The above table study reveals that P is less than 0.05 in Bangalore thus, null hypothesis accepted. Hence, there is no job satisfaction among Bangalore faculties in terms of

opportunities, motivation etc. but in Pune finding is that Null hypothesis rejected as P value is greater than the 0.05. So there is job satisfaction among faculties in Pune city. Comparative statement with regard to designation shows that faculties in Pune are more satisfied than Bangalore.

#### 4. Experience wise Analysis:

| Main criteria for Job satisfaction: Experience wise Analysis |  | Bangalore  |    |                  |             | Pune       |    |         |             |
|--|--|------------|----|------------------|-------------|------------|----|---------|-------------|
| S.I no   | Criteria's   | Chi-Square | DF | F value(2 sided) | Hypothesis  | Chi-square | DF | F value | Hypothesis  |
| 1  | Teaching Profession Provides me lot of opportunities               | 37.65      | 4  | .000             | Ho accepted | 58.42      | 6  | .000    | Ho accepted |
| 2  | In my college selection of teachers are made on the basis of merit | 66.69      | 4  | .000             | Ho accepted | 59.14      | 4  | .000    | Ho accepted |
| 3  | My college environment motivates me                                | 31.58      | 6  | .000             | Ho Accepted | 21.37      | 4  | .000    | Ho accepted |
| 6  | My college motivates the faculty to pursue research                | 18.41      | 4  | .001             | Ho accepted | 10.31      | 2  | .006    | Ho rejected |
| 10   | My college management, principal motivates me to attend FDP        | 52.49      | 4  | .000             | Ho accepted | 12.01      | 2  | .002    | Ho accepted |

|    |  |       |   |      |             |       |   |      |             |
|----|--|-------|---|------|-------------|-------|---|------|-------------|
| 11 | I am happy with the academic environment of my college | 52.90 | 4 | .000 | Ho accepted | 12.19 | 6 | .058 | Ho rejected |
| 12 | Teaching is untouchably the best profession            | 84.66 | 6 | .000 | Ho Accepted | 28.28 | 4 | .000 | Ho accepted |

**Interpretation:** The above table study reveals that P is less than 0.05 in Bangalore thus, null hypothesis accepted. Hence, there is no job satisfaction among Bangalore faculties in terms of opportunities, motivation etc. but in Pune finding is that 2 factors Null hypothesis rejected as P value is greater than the 0.05. So there is slight job satisfaction among faculties in Pune city. Comparative statement with regard to experience of faculties shows that faculties of Pune are more satisfied than Bangalore.

#### Major Finding: Location Wise:

#### Table showing responses for opportunities in Bangalore and Pune City:

|                       | Responses for Opportunities |         |       |                | Total |
|-----------------------|-----------------------------|---------|-------|----------------|-------|
|                       | Disagree                    | Neutral | Agree | Strongly agree |       |
| Bangalore<br>Location | 12                          | 28      | 21    | 0              | 61    |
| Pune                  | 16                          | 36      | 1     | 6              | 59    |
| Total                 | 28                          | 64      | 22    | 6              | 120   |

Interpretation: Location wise analysis states that Pune city faculties are more satisfied than the Bangalore faculties in terms of opportunities, motivation, support for research etc.

#### FURTHER SCOPE OF STUDY

The study takes into consideration respondents from various undergraduate and postgraduate colleges in Bangalore and Pune. This study can be used as a base study for further research where correlation could be established between the 12 Indicators of Job satisfaction among different groups of respondents.

#### CONCLUSION

In the study of teaching practitioners in Bangalore and Pune shows a significant difference in job satisfaction. The discussion among various faculties revealed that a mere teaching award alone does not improve the condition of teaching rather it should be more of intrinsic in nature. The comparative analysis of job satisfaction of faculties among different colleges in Bangalore and

Pune stand out to be moderate. Overall analysis shows that Pune faculties are satisfied in terms of opportunities given to them by management especially the time given for research, participation in FDP's, the work environment and motivation and appreciation given for research etc., than the Bangalore faculties. Based on Demographic analysis each analysis (age, gender, marital status, designation, experience) shown in the above table gives the clear information of each indicator towards job satisfaction. Bangalore colleges have to provide more facilities to faculties in terms of opportunities, motivation to pursue research and healthy work environment for smooth flow of work.

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