

“Impact of Education Qualification on Job Satisfaction”

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Abstract

This is a research to study effect of level of education on job satisfaction. The factor of job satisfaction was identified by review of literature and pilot study. Twelve factors of job satisfaction were identified which affect employees' satisfaction. It is a descriptive type of research and based on primary and secondary data. Primary data was collected from books, journals, magazines and websites. Secondary data was collected from self-administered questionnaire. Questionnaire asked questions about demographic details and twelve questions about employees' satisfaction. Sample is divided into five categories according to education qualification of respondent. The categories of respondent are high school pass, intermediate pass, diploma holder, graduate and post-graduate. After data collection, data analysis was done using SPSS version 21. Statistical tools used in this study are percentages, correlation, regression analysis, reliability analysis and hypothesis testing. The result of regression and correlation analysis proved that there is a negative impact of level of education qualification on job satisfaction. The level of job satisfaction is found least in graduate and post-graduate employees. The highest satisfaction was found in diploma holders followed by employees who are only intermediate.

Key Words: Job Satisfaction, Employees Satisfaction, Education Qualification

Introduction

Employees' satisfaction is a topic which is concerned by both the people those who are working in organizations and for the people who study them. It is the variable which is studied most frequently in organizational behavior research, and it is also a fundamental variable in both research and theory of organizational experience range from job design to supervision including psychology, public administration, business and higher education (**Hong et al., 2005; Kh Methle, 2005; Akmal et al., 2012**).

Spector (1997) refers to "Job Satisfaction in terms of how people feel about their jobs and different aspects of their jobs". **Ellickson and Logsdon (2002)** support this view by defining job satisfaction as the extent to which employees like their work.

1.1.Review of Literature

Rousseau (1978) studied the 'Characteristics of departments, positions, and individuals: Contexts for attitudes and behaviors' and identified three components of employee satisfaction: they are characteristics of the organization, job task factors, and personal characteristics.

Parvin and Kabir (2011) had performed research on "Factors Affecting Employee Job Satisfaction of Pharmaceutical Sector". The study attempted to evaluate job satisfaction of employees in different pharmaceutical companies. It focuses on the relative importance of job satisfaction factors and their impacts on the overall job satisfaction of employees. The result shows that salary, efficiency in work, fringe supervision, and co-worker relation are the most important factors contributing to job satisfaction. The factors had satisfactorily explained job satisfaction is work conditions, fairness, promotion, and pay, are key factors affecting pharmaceuticals companies' employees' job satisfaction.

Shah, Memon and Laghari (2011) had conducted study on "The Impact of Organizational Culture on the Employees' Job Satisfaction: A Study of Faculty Members of Public Sector Universities of Pakistan". The purpose of this study was to examine whether organizational

culture affects the employee's job satisfaction of university faculty in Public Sector of Pakistan. The result indicated in the study that organizational culture was negatively related to employees' job satisfaction.

Sowmya and Panchanatham (2011) studied on "Factors influencing job satisfaction of banking sector employees in Chennai, India". The result describes that in the case of job satisfaction aspects the commercial banks perceived pay and promotion is an indispensable factor to decide their satisfaction level. The employees have significant inclination towards optimistic supervisory behavior and pleasant organizational setup. The factor analysis meticulously identified that the job, suitability as well as the working condition and other, interpersonal relationship among the workers are able to, ascertain their level of satisfaction within the working, domain.

Qasim, Cheema and Syed (2012) the objective of the study is to find out which factor is contributing to the highest level of job satisfaction and identify the most satisfying and least satisfying factor selected in the study. The result of their study indicated that among four factors (work environment, Remuneration, Promotion and Fairness of Treatment) work environment has the highest magnitude that is contributing towards the highest level of job satisfaction of a multinational company's employees. The study concluded that in order to gain competitive advantage and adapt to the dramatic changing environment it is important for them to achieve management efficiency by increasing employee satisfaction in the organization.

Petrovic et.al (2013) had studied on "Educational Level Differences in Job Satisfaction and Service Orientation". In their study they found that service orientation of hotel employees heavily depends on their education. Workers with lower educational level should be sent more often on trainings to achieve the required skills and to understand the business philosophy of the company. In the category of job satisfaction, the research showed that there are no significant relevance in job satisfaction and educational level, and both lower and higher educated employees could enjoy their job evenly.

Silva (2014) find in its research that there was no positive relationship between employee efficiency, job satisfaction and education and it was. According to the study, the researcher

observed that employee efficiency neither relates to employee job satisfaction nor the level of education of employees since they work to achieve their day to day targets.

2. Objectives:

To identified the factor which affect job satisfaction.

To analyses the impact of education qualification on job satisfaction.

3. Methodology

The present research focused on the effect of employees age on their job satisfaction level. The variables of job satisfaction were identified by literature review, secondary data and pilot study. The factors identified were work environment, relationship with superior, relationship with peer group, job security, decision making, leadership, performance appraisal, career growth, physical condition of job, opportunity to learn, working hour & job location.

3.1. Sampling design

A simple random sampling method was adopted to select the respondents. The five strata education qualification were identified: High school level, Intermediate Level, Diploma holder, Graduate level and Postgraduate level. The research was conducted in 2 cities Allahabad & Banaras. Sample size is 100 respondents were randomly selected from two cities.

3.2. Statistical design

After data collection and processing the researcher had analyzed them in order to arrive the conclusions, which confirmed or invalidate the hypothesis which was formulated in the beginning of the research. Statistical tool used in this study are percentages, correlation and regression analysis. Percentage analysis was firstly done with the aim to describe the data in terms of perceptual variability of employees. Statistical analyses were then utilized to test the research hypotheses.

4. Analysis and Discussion

4.1. Description of Respondent According to Education Qualification

Description of Respondent		Frequency	Percent
	High School	3	3.0
	Intermediate	16	16.0
	Diploma	19	19.0
	Graduate	27	27.0
	Post Graduate	35	35.0
	Total	100	100.0

In distribution of employees according to education qualification the high school were 3% intermediate was 16% and diploma holder are only 19% these were only 38% of total population. The population is led by post graduates with 35% and graduates with 27% which is 62% of total population.

4.2. Percentage Analysis

Comparison of Job Satisfaction Level at Different Level of Education							
Sl. No.	Job Satisfaction Variable	High School	Intermediate	Diploma	Graduate	Post Graduate	Overall satisfaction
1.	Work Environment	100%	100%	57%	55%	82%	74%
2.	Work load	100%	100%	94%	55%	57%	72%
3.	Interpersonal relation	100%	100%	89%	81%	77%	85%
4.	Job Security	100%	81%	68%	59%	68%	69%
5.	Decision making	66%	87%	68%	62%	54%	59%
6.	Leadership	33%	68%	63%	33%	45%	49%
7.	Performance Appraisal	33%	68%	52%	33%	42%	46%
8.	Salary	0%	56%	68%	59%	62%	60%
9.	Physical Condition of Job	33%	75%	57%	48%	54%	56%

10.	Opportunity to Learn	0%	81%	100%	62%	77%	76%
11.	Working Hour	66%	75%	84%	62%	65%	70%
12.	Job Location	0%	62%	89%	62%	85%	73%
	Over All Job Satisfaction	52%	69%	74%	56%	59%	

In satisfaction with work environment and work load highest satisfaction found with high school and intermediate level employee with 100% satisfaction least satisfaction found in graduate level with 55% employee. In satisfaction with interpersonal relation again high school and intermediate level employee with 100% satisfaction least satisfaction found in post-graduate level with 77% employees. In satisfaction with job security again highest satisfaction found in high school level with 100% satisfaction least satisfaction found in graduate level with 59% employee. In satisfaction with decision making freedom highest satisfaction found intermediate level employee with 87% satisfaction least satisfaction found in post-graduate level with 54% employee. In satisfaction with leadership and performance appraisal highest satisfaction found intermediate level employee with 68% satisfaction least satisfaction found in high school & graduate level with 33% employee. In satisfaction with salary highest satisfaction found diploma holder level employee with 68% satisfaction least satisfaction found in high school level with 0% employee. In satisfaction with leadership and performance appraisal highest satisfaction found intermediate level employee with 68% satisfaction least satisfaction found in high school & graduate level with 33% employee. In satisfaction with physical condition of job highest satisfaction found intermediate level employee with 75% satisfaction least satisfaction found in high school level with 33% employee. In satisfaction with opportunity to learn highest satisfaction found diploma holder level employee with 100% satisfaction least satisfaction found in high school level with 0% employee. In satisfaction with working hour highest satisfaction found intermediate level employee with 75% satisfaction least satisfaction found in graduate level with 62% employee. In satisfaction with job location highest satisfaction found diploma holder level employee with 89% satisfaction least satisfaction found in high school level with 0% employee.

From above table it is clear that lowest satisfaction level is found with performance appraisal, decision making, leadership, salary and physical condition of job. The highest satisfaction is

found in interpersonal relationship followed by opportunity to learn, work environment, job location workload and working hour.

In overall job satisfaction highest satisfaction is found in diploma holders with overall satisfaction of 74% followed by intermediate level employee with 69%. Least overall satisfaction found in high school level employee with 52% followed by graduate level employee with 56% and post graduate employee has 59% satisfaction.

4.3. Correlation Analysis

Correlations			
		Education Of Respondent	Job Satisfaction
Education Of Respondent	Pearson Correlation	1	-.213*
	Sig. (2-tailed)		.034
	N	100	100
Job Satisfaction	Pearson Correlation	-.213*	1
	Sig. (2-tailed)	.034	
	N	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

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

*. Correlation is significant at the 0.05 level (2-tailed).

From the above table the strong negative correlation was seen between job satisfaction and level of education -0.213. The level of education has strong negative correlation with job satisfaction. The level of significance is .034 which shows that data is highly reliable. The one of the limitation of correlation was it shows only linear relation. To overcome this shortcoming and to understand more relationship between variables of compensation and demography of respondent the percentage satisfaction was analyzed.

4.4. Regression Analysis

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method

1	Education Of Respondent	.	Enter
a. Dependent Variable: Job Satisfaction			
b. All requested variables entered.			

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.213 ^a	.045	.035	.59779
a. Predictors: (Constant), Education Of Respondent				

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.658	1	1.658	4.639	.034 ^b
	Residual	35.021	98	.357		
	Total	36.679	99			
a. Dependent Variable: Job Satisfaction						
b. Predictors: (Constant), Education Of Respondent						

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.217	.199		21.138	.000
	Education Of Respondent	-.109	.051	-.213	-2.154	.034
a. Dependent Variable: Job Satisfaction						

The model summary showed that Adjusted R Square is a .035. It explained 3.5 % of the total variance. The regression test implies that model is fit having F value 4.639.

The overall p-value of model is <0.001. This shows that level of education has significant effect on job satisfaction. The regression coefficient of level of education is -.109 with p-value of p

<0.001 . It shows that a unit changes in level of education causes almost negative -10.9 % change in job satisfaction. The t value for level of education is -2.154. In the above variables t value is less than 2.5. According to the rules if t value is lesser than 2.5 ($2.5 > t$) than null hypothesis will be accepted and alternate hypothesis will be rejected. Results had showed that level of education has a strong negative impact on job satisfaction means when level of education of employee increase then level of job satisfaction decrease.

5. Conclusion

The study shows that employees are highly satisfied with interpersonal relationship, opportunity to learn, job location, work environment and work load. The less satisfaction is found with performance appraisal, leadership, physical condition of job and freedom of decision making. The least satisfaction level was found in graduate and post-graduate's employees and high satisfaction level was found in diploma holder and intermediate employees. The result shows that there is negative correlation between education level and job satisfaction. The satisfactions of respondents were going down on increase of education qualification. The less qualified respondent was more satisfied then highly qualified.

6. Suggestions

Organization has to work on following factor of job satisfaction: performance appraisal, decision making, leadership, salary and physical condition of job, because these factor has least satisfaction level in job satisfaction variable. The result shows that highly educated people are least satisfied, the reason behind is that they feel that their skills are not properly used, salary and position are not according to their education qualification. So, organization has to assign job and responsibility according to their education qualification and experience to deal with dissatisfaction of highly qualified employees.

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