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A Study on Factor Influencing Employee Satisfaction in Educational Institution

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ABSTRACT: Purpose: Employee satisfaction is the significant component in a work situation and has been related with improved performance as well as increased commitment to the institution. Employee satisfaction has an immediate relationship with a few components that can make negative or positive outcomes. Employee satisfaction measures the happiness of the workers with their working environment and job. High assurance among laborers can be huge gain to any institution, they will be bound to create more, take less vacation days and remain faithful to the association. In case, for this exploration, the investigation will be explicit to training resources of advanced education institutions in the academic sector. It focuses on the investigation factors that impact on the staffs in the work satisfaction.

Methodology: This study is been carried out by considering the independent variables such as Management knowledge, Institution Support, Involvement in Work, Reward and Recognition, Freedom and challenging in work nature and Employee satisfaction as dependent variable.

Tools: Factor Analysis, Regression and Correlation.

KEYWORDS: Management knowledge, Institution Support, Involvement in Work, Reward and Recognition, Freedom and challenging in work nature.

I. INTRODUCTION

Human Resources are the key driver that helps in flourishing the goals of any educational institution. HR is the most valuable resources of an institution and they are the foundation of any working place [1]. Committed HR is an association of most noteworthy resources, the excellence and experience of academic staff will be constantly connected with the instructive institution and the committed worker should receive superior attention.

The Responsibility of an establishment is to keep up quality teamwork and connections to its capacity to deal with the staff just as perceive the commitments of every person. Inspiration drives the representatives to work effectively. Highly motivated employees help in accomplishing the objective of the institution [2]. At the point when objectives are properly adjusted it helps the institution to compete with the competitors and confidence is additionally higher when workers are motivated. When committed employees resign their work, the institution will be troubled with the significant expense and implication for an educational system. Committed and quality employees will take with their teaching skills and experience [3]. To invite and retain the quality workers is the major challenge for the educational institution.

Providing quality education has become a critical role of educational institution. Institution must give guarantee that they are able to interest and maintain a powerful or effective and commitment work force. Further, staff maintenance is influenced by not only experience and expertise, but also with attractively benefits and, remuneration. A huge scope of elements like: A working place, individual circumstances, its way of the organization and demography impact on the relation between work fulfillment and work performance [4].

Institution success depends upon an effectiveness and efficiency of an employee. Teaching is a scared profession and teaching is considered as dignified and highly respected profession [7]. Teachers help the students for the overall development in the field of their intellectual, personal, social development and even they influence the whole country development [8]. Lack of inspiration and duty can negative effect the student's progress.

Education Institutional are facing the problem of motivational level in their institution. So that this study provides investigation on identifying the variables, that promote motivation and why these motivations are important in the educational institution [6]. An educational institution is the training organization is the place people of different ages



increment an educational, include preschool, childcares, basis evaluation school discretionary optional schools, and colleges as they provide the large extent of learning environment and learning space. Thus this study on factor influencing employee satisfaction in educational institution is very much significant in understanding the importance of satisfied employees in achieving the goals of the institution.

II. LITERATURE REVIEW

SPECTOR (1997), Says that there are number of causes in the employee satisfaction it might be inside and the outer and furthermore there is a few wellsprings of occupation disappointment. Work Satisfaction is depicted as "how much individual Like (Satisfaction) or Dislike (Dissatisfaction) on their work". **DORMAN AND ZAPF (2001)**, Stated that the Employee Satisfaction is one of the most essential research subjects since satisfaction leads to the effectiveness workers in their task. Job Satisfaction act as a mandatory for build the connection between Individual Outcomes and Working Condition. **NOLL (2003)**, analyzed components which impact the employee satisfaction of the teachers are seen that the inspiration, teacher relationship with the institution and workplace were the variables that impact on the Employee Satisfaction of the teacher. **SHAHEEN, SAJID, BATOOL (2017)**, in their study mentions some of the factors that affect motivation of faculties or the academic staff. The most important two factors according to them are: Individual or person specific factors and Institution or institution specific factors. These factors may appear in the form of career enhancements, perks offered to the faculty members and also in the form of laying down the encouraging administrative policies that creates conducive teaching or education environment within the Institution or the institution itself. **RAJ AND LALITHA (2013)**, this study investigates on work satisfaction level among the government and public school teacher. The outcome comes that there is no huge distinction in level of satisfaction of government and public school teacher. **KHALID, et.al (2012)**, in their assessment focus on Job Satisfaction among Academic Staff, A Comparative Analysis among Public and Private Sector Universities of Punjab, Pakistan indicates that pay differential exists among private and state financed schools in Pakistan. Similarly the academicians in private division schools were more joyful with their compensation, supervision, and constrained time openings than the academicians of state funded college. **NAGAR K (2012)**, in her assessment focus on Institutional Commitment and Job Satisfaction among Teachers during Times of Burnout, focused on considering three components of burnout to be specific, depersonalization diminished individual accomplishment, and Emotional utilization. Test for the said investigate study was 153 respondents.

III. OBJECTIVES OF THE STUDY

1. To identify the key factors that influencing satisfaction level of employees.
2. To analyze the association among factors and employees satisfaction.
3. To analyze the relationship between the key factors.
4. To determine the value of association & reporting.

4.1 Data Collection & Sample Size:

Quantitative research with explanative method is the primary kind of research practice implemented on the base of conclusive research design. Descriptive statistics is used to identify and examine relationship within and among variables that helps to generalizations and explain the description close to the object of inquiry. The sample size consists of 163 by using the convenient sampling technique with the help of structured questionnaire.

4.2 Hypothesis:

Hypothesis 1: H_0 : Management knowledge has a significant relationship with employee satisfaction.

Hypothesis 2: H_0 : Involvement in work has a significant relationship with employee satisfaction.

Hypothesis 3: H_0 : Institution support has a significant relationship with employee satisfaction.

Hypothesis 4: H_0 : Reward and recognition has a significant relationship with employee satisfaction.

Hypothesis 5: H_0 : Freedom and challenging in work nature has a significant relationship with employee satisfaction.



4.3 Conceptual Model:

INDEPENDENT VARIABLE

DEPENDENT VARIABLE

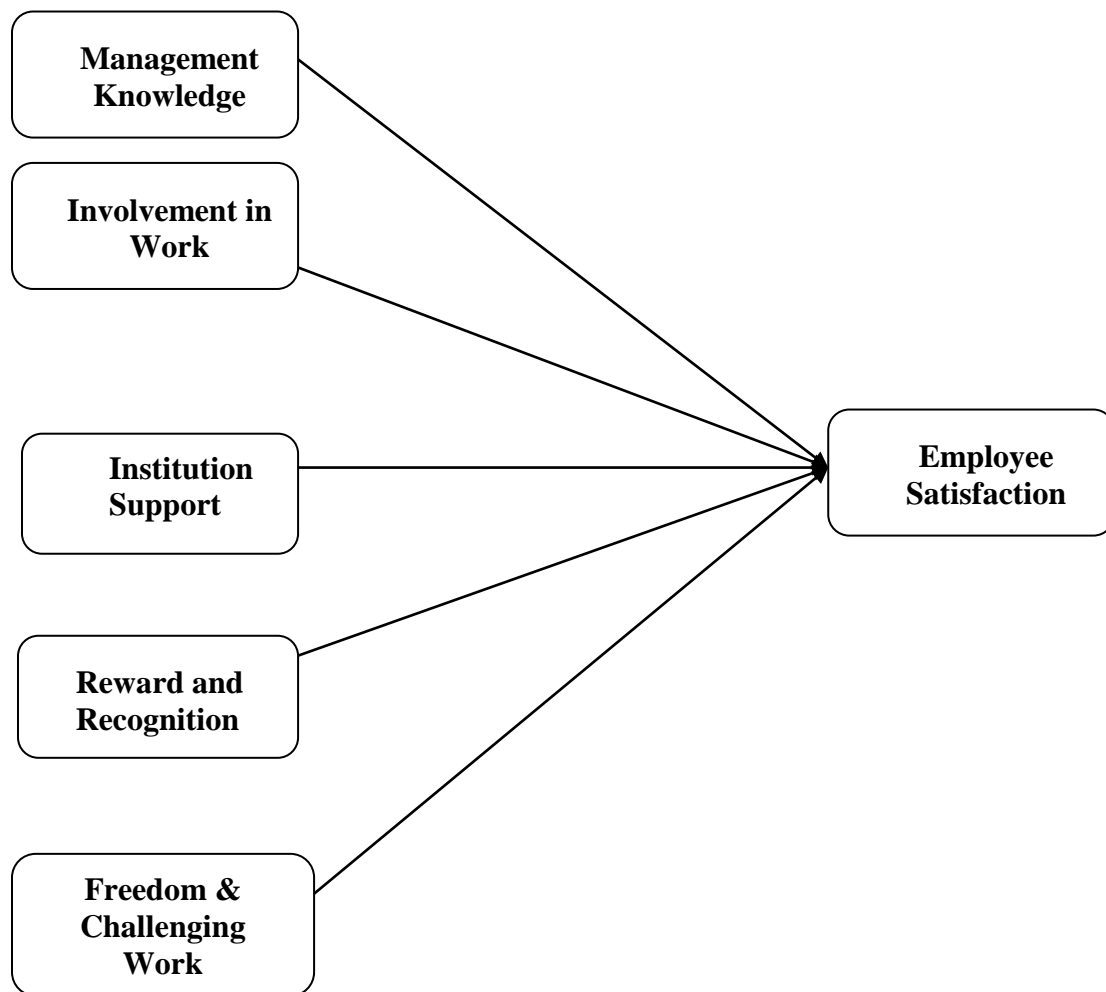


Fig 1: Conceptual Model of Variables Investigated for the Study

IV. ANALYSIS AND INTERPRETATION:

A. Descriptive Statistics.

Table 1: Descriptive Statistics of Primary Data

	N	Mean	Std. Deviation	Skewness		Kurtosis	
	Stats	Stats	Stats	Stats	Std. Error	Stats	Std. Error
MK1	163	3.0491	1.07039	-.374	.190	-.628	.378
MK2	163	3.3190	1.10390	-.326	.190	-.928	.378
MK3	162	3.2778	1.09912	-.145	.191	-.751	.379
MK4	163	3.5215	1.15115	-.606	.190	-.425	.378
MK5	163	3.3804	1.38870	-.428	.190	-1.106	.378
IW1	163	3.5583	1.18685	-.567	.190	-.710	.378
IW2	163	3.5460	1.27271	-.677	.190	-.647	.378
IW3	163	3.5399	1.15601	-.438	.190	-.698	.378
IW4	163	3.5828	1.12665	-.694	.190	-.332	.378
IW5	163	3.3742	1.42329	-.438	.190	-1.179	.378
IS1	163	3.4233	1.36488	-.478	.190	-1.028	.378
IS2	163	3.5153	1.16193	-.599	.190	-.497	.378
IS3	163	3.7117	1.21067	-.696	.190	-.554	.378
IS4	163	3.9816	.90590	-.518	.190	-.582	.378
IS5	163	3.8098	1.16826	-.940	.190	.150	.378
RR1	162	3.6728	1.00205	-.317	.191	-.633	.379
RR2	163	3.6135	1.25376	-.642	.190	-.572	.378
RR3	163	3.7791	1.04836	-.685	.190	-.204	.378
RR4	162	3.6173	1.30520	-.600	.191	-.806	.379
RR5	163	3.4479	1.33404	-.598	.190	-.868	.378
FC1	163	3.6135	1.14571	-.794	.190	-.159	.378
FC2	163	3.7730	1.04999	-.699	.190	-.201	.378
FC3	163	3.8221	1.15961	-.825	.190	-.254	.378
FC4	163	3.5583	1.20235	-.538	.190	-.637	.378

FC5	163	3.5890	1.14250	-.876	.190	.104	.378
ES1	163	3.3926	1.32607	-.481	.190	-.918	.378
ES2	163	3.6319	1.16512	-.502	.190	-.869	.378
ES3	163	3.6380	1.16969	-.924	.190	.063	.378
ES4	163	3.4908	1.14594	-.426	.190	-.722	.378
ES5	163	3.5890	1.00450	-.432	.190	-.179	.378
Valid N (listwise)	163						

From the above table of descriptive statistics shows that, the data collected from the valid respondents is been normalized and it also shows the minimum and maximum value of the responses provided by the respondents. The above table also comprises the information of mean and standard deviation values also.

The above table data of skewness less than 3 and also the value of kurtosis less than 11 showsthat the data that is been collected by 163 respondents can be used for the further analysis.

B. KMO and Bartlett's Test Result of Variables

Table 2: KMO and Bartlett's Test Result of Variables

Model	Kaiser-Meyer-Olkin value	Measured
Dependent Variable	.573	
Independent Variable	.530	

Values from the above table state that, the responses gathered from the sample are healthier and suitable enough to proceed further with the analysis.

C. Reliability Analysis:

Table 3: Reliability Analysis

Models	Cronbach's Alpha value	No. of items
Involvement in Work	.730	5
Institutional Support	.875	3
Reward and Recognition	.803	3
Freedom and Challenging Work Nature	.786	6



The above analysis states the value of 'Cronbach's Alpha' which helps to understand internal consistency of defined factors with respect to variables. From the above table of reliability statistics, it shows that all the factors that are grouped with respect to variables is greater than 0.7 i.e., 70%, it can be stated that the homogenous grouping formed in factor grouping by overcoming or eliminating the underlying factors is valid and useful for the further analysis.

D. Regression Analysis:

Table 4: Regression Analysis

Model	Std coefficients(Beta)	Sig	Hypothesis Result
Freedom and Challenging Work Nature	.455	.000	Rejected
Involvement in Work	.635	.004	Rejected
Management Knowledge	.121	.124	Accepted
Institutional Support	.742	.000	Rejected
Reward and Recognition	.857	.009	Rejected

Dependent Variable: Employee Satisfaction

The above table of regression the value of significance illustrates that, the identified independent variables have a significant impact on the dependent variable identified, wherein, the value of Beta demonstrates that, the independent variables have high impact on employees satisfaction, stating the defined null hypothesis are rejected as there is a significant impact of independent variables on the dependent variables explained.

V. CONCLUSION

From decades employees are the main assets of any institution, on this note maintaining and making employee stay in the institution is a biggest task for any human resources department. The following research has answered Questionnaires of the important question and also addresses the quires. By considering the improvement variable such as management knowledge, Institutional support, Involvement in work, Reward and Recognition and Freedom and challenging in work nature as independent variable that the employees look for in any institution. From the above findings it state that the dependent variable employee satisfaction is highly significant and it have an association with the increase in the variables. From the analysis we can say that the 163 respondents feel that their level of job satisfaction is getting directly influenced by the independent variable such as Institutional support, Involvement in work, Reward and Recognition and Freedom and challenging in work nature. Hence the management as to improve the level of facilities provided on the listed even to improve the association of the listed independent variables. By these efforts, the level of job satisfaction can also be increased.

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