



## Job Satisfaction level of Veterinary Officers in Punjab

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Received: 02 April, 2016

Accepted: 01 May, 2016

### ABSTRACT

The state departments of animal husbandry are the parent organizations responsible for the formulation and execution of various development programs regarding livestock rearing in the state. The current study was carried out to measure job satisfaction level of the Veterinary Officers working under the Department of Animal Husbandry, Punjab. Majority of the veterinarians (65.15%) working under the Department of Animal Husbandry, Punjab got mean job satisfaction score of 3.36 (on a scale of 1-5). At the same time, 6.28% of the veterinarians obtained a mean score of 2.35 indicating low satisfaction level with the various aspects of job. The overall mean job satisfaction score, scored by the respondents in the current study was 3.49. It has been concluded that the Veterinary Officers (VO) in Punjab are only partially satisfied with their jobs.

**Keywords:** Job satisfaction, level, Punjab, veterinary officers

Over the past few decades livestock sector in India has recorded a phenomenal growth in terms of its contribution to the Gross Domestic Product (GDP). The livestock sector also significantly guarantees food security to the ever growing population of the nation. Besides, it has been seen as an important medium to reduce rural poverty and generate livelihood opportunities. It has resulted in an increased concern for the production and health care aspect of the animals along-with the welfare of the animal owners through a strong extension delivery services for the farmers. Each state has a department of animal husbandry to cater the needs of livestock production, preservation, protection, formulation of policies and programmes for animal husbandry. The responsibility for the execution of the policies and welfare programs of the Department of Animal Husbandry (DAH) lies exclusively with the Veterinary Officers (VOs) and the field staff working at the Civil Veterinary Hospitals (CVHs) and dispensaries. The success and survival of an organization depends on the commitment of its members, bringing about their individual developments and ensuring their participation (Aydogdu and Asikgil, 2011). The efficiency and effective participation of the VOs in this particular direction is

thus of major importance to the functioning of DAH. With the advancement of technology every organization must necessarily consider satisfaction of the employees, organizational commitment and work itself. Organizations can reach competitive levels of quality only when their employees are satisfied with their jobs (Franek and Vecera, 2008).

Satisfaction is an important variable in work organizations (Sarwar and Abugre, 2013) and it can be used to predict behaviour of the employees at the workplace (Mustapha *et al.*, 2013). When an employee feels satisfied with his job, he tends to work with commitment and the organization gains positive projection (Jain *et al.*, 2012). Therefore, the present study aims to measure job satisfaction level of the VOs in Punjab to understand their commitment towards job and to gain insight into the selected aspects of the job which influence job satisfaction.

### MATERIALS AND METHODS

The study was carried out at Guru Angad Dev Veterinary and Animal Sciences University (GADVASU), Ludhiana.

The selection of respondents was done by random sampling method. VOs from all over the state attending training programmes at GADVASU to upgrade their knowledge and skills were selected for the current study. The responses were collected from 175 VOs using a structured questionnaire which comprised of 16 statements relating to the various facets of job. These statements were compiled using literature and in discussion with experts. The questionnaire was pre-tested on 25 non-sample respondents and finally administered to the VOs. Job satisfaction was operationalized as the cumulative score obtained by the respondents in relation to selected facets of the job. This measure was similar to the one suggested by Wanous and Lawler (1972) as  $JS = (\sum JFS) / n$  where JS= Job Satisfaction, JFS= Job Facet Scores. The scale was used with some modifications. The responses were categorized as very much satisfied, satisfied, partially satisfied, dissatisfied and very much dissatisfied. The scoring was done as 5, 4, 3, 2 and 1 respectively. The maximum score obtained was 77 and the minimum was 26. On the basis of total job facet score the respondents were categorized as satisfied (60 and above), partially satisfied (43-60) and dissatisfied (26-43). A mean score for each category was also calculated to arrive at the overall job satisfaction level.

### Statistical analyses

The data are presented as mean and standard error for all the job facets.

## RESULTS

### Job facet score

Data were collected from 175 respondents for 16 pre-determined facets relating with job. The results are presented in table 1.

The veterinary officers recorded a relatively higher mean score of  $4.10 \pm 0.050$  and  $4.04 \pm 0.058$  for salary and the feeling of job security, respectively. The mean score was medium for certain attributes of the job such as self-esteem ( $3.84 \pm 0.064$ ), prestige of job inside the institution ( $3.78 \pm 0.068$ ), opportunity to do challenging work ( $3.66 \pm 0.065$ ), freedom on the job ( $3.64 \pm 0.065$ ), amount of respect and fair treatment within the department ( $3.62 \pm 0.060$ ),

prestige of the job outside the institution ( $3.61 \pm 0.067$ ), feeling of accomplishment ( $3.60 \pm 0.053$ ), opportunity to participate in professional seminars and conferences ( $3.53 \pm 0.065$ ), work load ( $3.44 \pm 0.070$ ), opportunity to participate in decision-making ( $3.32 \pm 0.062$ ), opportunity for independent thoughts ( $3.31 \pm 0.075$ ) and an opportunity for professional growth ( $3.24 \pm 0.071$ ).

The two facets namely opportunity for promotion and opportunity for higher studies while working, fetched relatively overall lower mean score (Table 1).

**Table 1: Mean values for the selected determinants of job satisfaction**

S. No.	Determinant	Mean $\pm$ SE	Rank
1	Salary	$4.10 \pm 0.050$	1
2	Feeling of job security	$4.04 \pm 0.058$	2
3	Self-esteem	$3.84 \pm 0.064$	3
4	Prestige of job inside the institution	$3.78 \pm 0.068$	4
5	Opportunity to do challenging work	$3.66 \pm 0.065$	5
6	Freedom on the job	$3.64 \pm 0.064$	6
7	Amount of respect and fair treatment	$3.62 \pm 0.060$	7
8	Prestige of job outside the institution	$3.61 \pm 0.067$	8
9	Feeling of accomplishment	$3.60 \pm 0.053$	9
10	Opportunity to participate in professional seminars and conferences	$3.53 \pm 0.065$	10
11	Work load	$3.44 \pm 0.070$	11
12	Opportunity to participate in decision making	$3.32 \pm 0.062$	12
13	Opportunity for independent thoughts	$3.31 \pm 0.075$	13
14	An opportunity for professional growth	$3.24 \pm 0.071$	14
15	Opportunity for promotion	$2.93 \pm 0.070$	15
16	Opportunity for higher studies while working.	$2.16 \pm 0.077$	16

### Level of job satisfaction

The current study showed that the percentage of respondents who were dissatisfied (mean score= 2.35) with their job is around 6% (Table 2). About 65.15% of the respondents

were partially satisfied (mean score = 3.36) with their jobs whereas 28.57% of the respondents were satisfied (mean score = 4.03) while none of the respondents scored a high job satisfaction level (Table 2). The overall mean score for job satisfaction was 3.49 on a scale of 1-5.

**Table 2: Categorization of respondents based on job facet score**

S. No.	Category	Total job facet score	Per cent of respondents	Mean score
1	Satisfied	60 and above	28.57%	4.03
2	Partially satisfied	43-60	65.15%	3.36
3	Dissatisfied	26-43	6.28%	2.35
	Mean job satisfaction score			3.49

### DISCUSSION

Salary and the feeling of job security are the two most important determinants of job satisfaction. The veterinary officers felt satisfied about these factors with a mean score of 4.10±0.050 and 4.04± 0.058 respectively. Chaudhury *et al.* (2004) also reported that job security was one of the two most important job attributes contributing to job satisfaction in medical officers. Similar to the results of the current study, job security ranked second on the factors which the medical officers perceived as most satisfactory.

VOs expressed dissatisfaction with the opportunity for promotion and opportunity for higher studies while working. Bosley (2004) also reported that workers who did not attend professional development activities had a slightly lower job satisfaction than their colleagues who attended such programs. Sageer *et al.* (2012) found that the opportunity for promotion has an influence on the degree of job satisfaction.

The overall mean score of 3.49 corresponds to partial job satisfaction of the veterinarians serving under the DAH in Punjab. Gautam *et al.* (2006) reported that members of faculty of Sher-e-Kashmir University of Agricultural Sciences and Technology of Jammu were moderately satisfied with their job. Similarly, Nisha *et al.* (2012) found that the majority of teachers in Madras Veterinary College had low to medium job satisfaction level. However, Agrawal and Agrawal (2014) reported that veterinary officers in Rajasthan were ‘just satisfied’ with their job.

### CONCLUSION

The VOs in Punjab are only partially satisfied with their jobs. However there is a scope to improve job satisfaction of the veterinarians by eliminating their grievances. The satisfaction with various job facets is not uniform and varies considerably. The veterinarians are satisfied with their current pay and job security but they are dissatisfied with the opportunities for higher studies and promotion in the job. Veterinary officers expressed partial satisfaction with attributes of the job such as self-esteem, prestige of job inside the institution, opportunity to do challenging work, freedom on the job, amount of respect and fair treatment within the department, prestige of the job, outside the situation, feeling of accomplishment, opportunity to participate in professional seminars and conferences, work load, opportunity to participate in decision making, opportunity for independent thoughts and an opportunity for professional growth. The current study is pioneer in its field and can be used as stepping stone while formulating the new policies of Department of Animal Husbandry.

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