



A Relationship of Socio-Personal Factors with Job Satisfaction of Veterinary Officers in Punjab

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Abstract

Job satisfaction has emerged as one of the most important aspects of human resource management in recent times. The purpose of the study was to find a relationship of socio-personal factors and job satisfaction of Veterinary Officers in Punjab. Job satisfaction was operationalised as the cumulative score obtained by the respondents in relation to selected facets of the job. It was found that the veterinarians were partially satisfied with their job with a mean score of 3.49 on a scale of 1-5. Job satisfaction had a positive and significant association with experience. It was found that job satisfaction had a negative significant association with distance of place of posting. There was no significant relationship between age, gender, qualification, background and marital status of the veterinarians and the level of job satisfaction.

Keywords: Job satisfaction, Punjab, socio-personal factors, veterinary officers

The success of the Animal Husbandry department depends on the effective participation and efficient performance of the Veterinary Officers. This is because the achievement of the goals of an organization and its strategy partly depends on its employees (Samad, 2006). Job satisfaction is a critical factor which can be used to determine the efficiency and performance of the Veterinary Officers, which in turn has a direct impact on the functioning of the department as a whole. Job satisfaction can be considered as a single entity or a bunch of factors about various aspects of job. The general approach is used to measure the general attitude, whereas the factor based approach is used to identify particular facets of the job which cause satisfaction or dissatisfaction (Spector, 1997). The overall job satisfaction depends on what one expects and what he/she receives. An employee will remain satisfied with fewer amenities, provided he or she expects less. Dissatisfaction results when an employee receives less as compared to what he or she expects. Overall job satisfaction describes a person's overall affective reaction to the set of work and work related factors. It involves workers' feelings towards different dimensions of the work and work environment (Cranny *et al.*, 1992).

In a narrow sense, job satisfaction corresponds to attitudes related to the job (Mishra, 2013). It is concerned with specific factors which include salary, supervision, steadiness of employment, conditions of work, social relation of the job, prompt settlement of grievances, fair treatment of employer and other similar items. Research is being conducted about different aspects of job like work, supervision, salary, up gradation, co-workers and the demographic impacts on the overall satisfaction of the workers (Shah and Jalees, 2004). These personal and contextual variables significantly affect the performance level of the workforce (Sokoya, 2000).

Job satisfaction is a multi-dimensional phenomenon where it is not so easy to assign one factor as the sole determinant of satisfaction /dissatisfaction with the job (Maity *et al.*, 2007). Demographic variables, for example gender, marital status, age, qualification, annual income and experience should be considered to gain a thorough understanding of the factors that lead to job satisfaction and dissatisfaction (Scott *et al.*, 2005). It can be used as an important predictor of work related behaviour (Mustapha *et al.*, 2013). Demographics affect worker attitudes in terms of productivity and commitment on one hand and

degrees of absenteeism and turnover intention on the other (Shah and Jalees, 2004). Sharma and Jyoti (2009) reported that demographic factors have an effect on job satisfaction along with intrinsic and extrinsic factors in university teachers of Jammu.

MATERIALS AND METHODS

The study was conducted at Veterinary Hospital, GADVASU (Ludhiana). Veterinary officers attending various training programmes at GADVASU were selected by random selection method. Selection of study variables was based on the objectives which covered: a) The level of job satisfaction of Veterinary Officers b) Association of socio-personal characters with job satisfaction. A total of 16 statements relating to the various facets of job were pre-selected for the study. Data were collected from 175 respondents for 16 pre-determined facets relating with job using a structured questionnaire. The responses were categorized as very much dissatisfied, dissatisfied, partially satisfied, satisfied and very much satisfied on a scale of 1-5 with the maximum possible score being 80 and the minimum being 16. Job satisfaction was operationalised as the cumulative score obtained by a respondent in relation to selected facets of the job. This measure was similar to the one suggested by Wanous and Lawler (1972). $JS = (\sum JFS)$ where, JS= Job Satisfaction, JFS= Job Facet Scores, \sum = Summation. The respondents were categorized as satisfied (60 and above), partially satisfied (43-60) and dissatisfied (26-43) on the basis of total job facet score. A mean score for each category was calculated to arrive at the overall job satisfaction level.

Statistical analyses

The overall job satisfaction was calculated as the mean score for 16 facets related with the job. The analytical design includes the tabulation of data and calculation of percentages. Further coefficient of correlation and chi-square test were used to arrive at the relationship of job satisfaction with socio-economic factors.

RESULTS

Socio-personal characteristics

The age of respondents ranged from 25 to >45 years. The

respondents were categorized as 25-35, 35-45 and >45 years old. The number of respondents in each category was 106 (60.5%), 57 (32.5%) and 12 (7%) respectively. On the basis of the working experience of the respondents, they were categorised under three groups as 1-10, 10-20 and >20 years, with 148 (84.5%) respondents in the first category and 20 (11%) in the second and 7 (4.5%) in the third category. The distance of posting of the respondents from their residence was categorized as 1-25, 25-50 and >50 kilometre with 119 (68%), 43 (24.5%) and 13 (7.5%) respondents respectively. The study covered a total of 139 (79%) male respondents and 36 (21%) female respondents. As regards to marital status, 90% of the respondents were married and 10% were unmarried. There were no divorcees or widow/widowers. 64% of the respondents hailed from urban background while 36% were based in the rural area. 67% of the respondents were B.V.Sc. degree holders and 33% had Master's degree in Veterinary Science.

Table 1: Socio-personal characteristics of the respondents

Sl. No.	Category	Number	Frequency
1	Age (years)		
	25-35	106	60.5%
	35-45	57	32.5%
2	Experience (years)		
	45 and above	12	7%
	1-10	148	84.5%
3	Distance of place of posting (km)		
	10-20	20	11%
	20 and above	07	4.5%
4	Gender		
	1-25	119	68%
	25-50	43	24.5%
5	Qualification		
	50 and above	13	7.5%
	Male	139	79%
6	Marital status		
	Female	36	21%
	BVSc	118	67%
7	Background		
	MVSc	57	33%
	Married	158	90%
7	Background		
	Unmarried	17	10%
7	Background		
	Urban	112	64%
	Rural	63	36%

Overall job satisfaction

The mean job score for job satisfaction was 3.49 on a scale of 1-5 which leads to the conclusion that the Veterinary Officers in Punjab are partially satisfied with their jobs, but there is an inclination towards satisfaction.

Relationship of socio-personal factors with overall job satisfaction

The data were analysed for the association of job satisfaction with gender, marital status, qualification and background (Table 2). The association of job satisfaction with gender ($r= 0.361$), qualification ($r= 0.083$), marital status ($r= 0.209$) and background ($r = 0.791$) was positive but insignificant. The relationship between age, experience and distance of place of posting with job satisfaction was also analysed (Table 3). Job satisfaction had a positive but insignificant association with age ($r= 0.145$). However, experience on the job had a positive and significant association ($r = 0.167^*$) with job satisfaction. Distance of posting had a significant negative association with job satisfaction ($r = -0.193^*$). It was conclusive of the fact that the respondents preferred to work close to their home.

Table 2: Relationship of socio-personal characters (gender, marital status, qualification and background) with job satisfaction

Sl. No.	Factor	Chi square value
1	Gender	0.361
2	Qualification	0.083
3	Marital status	0.209
4	Background	0.791

Table 3: Relationship of socio-personal characters (age, experience & distance of posting) with job satisfaction

Sl. No.	Factor	'r' value
1	Age	0.145
2	Experience	0.167*
3	Distance	-0.193*

DISCUSSION

The current study has shown that the veterinary officers are partially satisfied with their job. Similarly, Agrawal (2014) reported that Veterinary Officers in Rajasthan were 'just satisfied' with their job. Job satisfaction has shown an

improving trend with an experience in the job during the current experimental conditions. Our findings are similar to the study conducted by Ferguson *et al.* (2010). It was reported that years of teaching experience could be used as a significant and positive predictor of job satisfaction. At the same time, satisfaction with the job has shown decreasing pattern with increase in distance between place of posting and place of living. In a similar study on livestock development assistants in West Bengal, Maity *et al.* (2007) reported that distance of place of posting from home had a negative but non-significant relationship with job satisfaction. The parallel results in a study on the female primary school teachers in Pakistan by Shaikh *et al.* (2012) also have reported dissatisfaction with their posting in remote areas.

Job satisfaction had no relationship with age, gender, marital status and qualification. Parallel to these findings, many research workers have also reported that job satisfaction did not vary significantly with marital status (Scott *et al.*, 2005) and gender (Franek *et al.*, 2008; Gilman *et al.*, 2012; Rajaregam, 2013). McCan (2002) and Scott *et al.* (2005) also reported that there was no relationship between job satisfaction and educational level. But the findings differ from the results reported by Srivastava and Chabra (2012) who found a direct relationship between educational qualification and degree of job satisfaction.

CONCLUSION

The Veterinary Officers in Punjab are partially satisfied with their jobs. Job satisfaction has a positive and significant association with the experience of job. The job satisfaction and distance of place of posting have negative and significant relationship. Job satisfaction has a non-significant association with age, gender, qualification, marital status and background. Thus the level of job satisfaction improves with experience of the job but increase in distance of posting is associated with decreased job satisfaction.

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