
Socio Economic conditions and Job satisfaction of Employees in APSRTC

Sailaja Nimmagadda¹
Doctoral scholar
Rayalaseema University

S.Ravi Kishan²
Associate Professor
V.R.Siddhartha Engg. College

Pragathi Kodali³
Doctoral scholar
Rayalaseema University

Abstract:

In this paper an attempt has been made to identify the socio economic factors that influence job satisfaction of employees working in APSRTC. For this purpose a field survey has been made to collect the information from 370 sample respondents. The respondents have been chosen randomly among employees of APSRTC Vijayawada. The data collected was arranged in tabular form. The valid socio-economic variables related to the employees are identified in this part. For this purpose, "job satisfaction perceived by the employees" was chosen as dependent variable and the independent variable such as age, gender, marital status, religion, social class, number of dependents, Educational Qualifications, monthly income, Family type and the mode of transport were chosen. The data was analysed by using simple statistical tool percentage analysis.

Introduction:

Job satisfaction differs among different sets of employees belonging to APSRTC Vijayawada as the socio-economic setting of the employees working in APSRTC is not uniform. Each employee may differ at least with any one of socio economic variables related to them. Hence the differing job satisfaction among different employees is analysed from point of view of their socio-economic variables. The valid socio-economic variables related to the employees are identified in this part. In this study the factors that influence the job satisfaction among the selected respondents was studied. For this purpose, "job satisfaction perceived by the employees" was chosen as dependent variable and the independent variable such as age, gender, marital status, religion, social class, number of dependents, Educational Qualifications, monthly income, Family type and the mode of transport were chosen. First-hand information was collected from the stratified random sample of 370 respondents and analysed by percentage of the socio economic variables which were done among the operating and non-operating employees of all cadres of employees of APSRTC Vijayawada.

Scope of the study:

Scope of the present paper has been focused to APSRTC Vijayawada. It highlights the socio economic conditions and job satisfaction of employees in APSRTC Vijayawada.

Objective of the study:

To identify the socio economic factors that influence job satisfaction of employees.

Research Methodology:

Both primary and secondary data were used for the present study. The primary data was collected from 370 sample respondents from Vijayawada city. Respondent's data were collected on stratified simple random basis from employees. The employees have been divided into operative and non-operative (Administration).

Tool for data collection:

Questionnaire was main tool used to collect data from selected sample respondents. For this study a well-structured questionnaire was framed with help of research guide and top level employees of APSRTC.

Data Collection:

Field survey method was employed to collect the primary data from the selected sample respondents.

Limitations of study:

1. The study was restricted to APSRTC employees of Vijayawada city only.
2. The sample of 370 employees makes it difficult to generalise the results.
3. The data was obtained through questionnaire and it has its own limitations

Socio economic variables:

The 10 identified socio economic independent variables pertaining to employee job satisfaction a dependent variable are:

1. Age

An employee is highly satisfied with the simple job which he / she gets at an earlier age. The same employee does not get the same level of satisfaction as he / she increases in age. Hence, there is a relationship among variables, the age and job satisfaction. Table exhibits the details of different Age group of employee's in operating and non-operating in all cadres in APSRTC.

Table-1 Age wise distribution of the respondents

			Employees		Total
			Non-operating	Operating	
Age	18-20	Count	5	4	9
		% of Total	1.4%	1.1%	2.4%
	21-30	Count	19	51	70
		% of Total	5.1%	13.8%	18.9%
	31-40	Count	45	114	159
		% of Total	12.2%	30.8%	43.0%
	41-50	Count	22	69	91
		% of Total	5.9%	18.6%	24.6%
	>50	Count	9	32	41
		% of Total	2.4%	8.6%	11.1%
Total		Count	100	270	370
		% of Total	27.0%	73.0%	100.0%

Source: Primary Data

Interpretation: The above table shows that the employees of all cadres has been divided into operating and non-operating staff and the total number employees has been cross tabulated with that of age. Among the total sample respondents 159 respondents are in the age group of 31 to 40 years constituting 43% and 11.1% of the respondents belong to the age group of 51 years and above. 24.6% of the respondents belong to 41 to 50 years and the lowest 2.4% of them belong to 18 to 20 years because of restrictions in employment.

Thus it is inferred that employees in the APSRTC, Vijayawada are above the age of 31 are more. It is understood that much experienced employees are working in APSRTC since long time and there is less turnover of employees in the organisation. It is understood that due to BAN in recruitment young employees who are below 40 years are getting less opportunities as compared to experienced employees.

2. Gender

Earlier owing to the nature of job in APSRTC only men are employed but in recent times they introduced to employ up to 33% of women in APSRTC. At present around 10% women are equally appointed in all cadres

including officials, clerical staff and sub staff in all Zones. Even though men and women are equally employed and equally treated in all jobs in many respects men and women differ from one another. The psychological mental temperament of men and women are different. Hence, there is a wide disparity in the level of job satisfaction among men and women. It reveals that gender is a pertinent variable which has relationship with the job satisfaction. Table exhibits the details of different gender groups of employee's in operating and non-operating in all cadres in APSRTC.

Table.2: Gender wise classification of the respondents

			Employees		Total
			Non-operating	Operating	
Gender	MALE	Count	97	218	315
		% of Total	26.2%	58.9%	85.1%
	FEMALE	Count	3	52	55
		% of Total	.8%	14.1%	14.9%
Total		Count	100	270	370
		% of Total	27.0%	73.0%	100.0%

Source: Primary Data

Interpretation: The above table shows that out of total respondents 315 respondents are men which constitutes 85.1%, whereas, 55 respondents are women constituting 14.9%. It is observed that men are found to be working at the highest percentage in the APSRTC than women. Because of the prevailing job condition which is very hard at operations in APSRTC as it is different when compared with other organisations. As a result women are working only at Administrative side and very less percentage are working at operations such as conductors. But in present days women are even increasing for conductor jobs also.

3.Marital status

Marriage influences the style of living and also the attitude, disposition and commitment towards work. Sometimes, matters relating to their household also affect the state of mind of the employees at work. Table exhibits the details of Marital status of employee's in operating and non-operating in all cadres in APSRTC.

Table-3: Marital status of the respondents

			Employees		Total
			Non-operating	Operating	
MaritalStatus	MARRIED	Count	88	229	317
		% of Total	23.8%	61.9%	85.7%
	UNMARRIED	Count	11	33	44
		% of Total	3.0%	8.9%	11.9%
	DIVORCED	Count	1	8	9
		% of Total	.3%	2.2%	2.4%
Total		Count	100	270	370
		% of Total	27.0%	73.0%	100.0%

Source: Primary Data

Interpretation: The above table reveals that 317 respondents are married constituting 85.7%. There are 11.9% of the respondents who are unmarried and 2.4% of respondents are divorced. Therefore, it could be inferred that the majority of the respondents are married and maintaining balance of mind in the organisation.

4. Religion

Religion plays an important role in the human civilization and culture. It will have influences on their work behaviour and performance. It could be observed from that data presented in the table that the respondents mostly belong to Hindu religion (77.6 per cent). The predominant Hindu population state has been reflected among the employees selected for study. Table exhibits the details of different religious groups of employee's in operating and non-operating in all cadres in APSRTC.

Table-4: Religion of the respondents

			employee		Total
			Non-Operating	Operating	
Religion	Hindu	Count	65	222	287
		% of Total	17.6%	60.0%	77.6%
	Christian	Count	29	38	67
		% of Total	7.8%	10.3%	18.1%
	Muslim	Count	6	10	16
		% of Total	1.6%	2.7%	4.3%
	Any Other	Count	--	--	--
		% of Total			
Total	Count		100	270	370
	% of Total		27.0%	73.0%	100.0%

Source : Primary Data

Interpretation: The above table indicates that 77.6 % of the respondents are Hindus, 18.1% of the respondents belong to Christian and 4.3% of the respondents are Muslims. It is observed that most of the employees are Hindus followed by Christians and Muslims and apart from these three religious groups there are no other religious group of people working in APSRTC.

5. Social Class

Employees belonging to other communities are not as satisfied as the suppressed communities. Hence, there is a wide difference in job satisfaction among employees belonging to different social classes. The details of the employees of APSRTC belonging to different communities are presented in Table.

Table-5: Social class of the respondents

			Employees		Total
			Non-operating	Operating	
Caste	ST	Count	5	4	9
		% of Total	1.4%	1.1%	2.4%
	SC	Count	19	51	70
		% of Total	5.1%	13.8%	18.9%
	OC	Count	45	114	159
		% of Total	12.2%	30.8%	43.0%
	BC	Count	31	101	132
		% of Total	8.3%	27.2%	35.5%
Total	Count		100	270	370
	% of Total		27.0%	73.0%	100.0%

Source : Primary Data

Interpretation: The above table indicates that 43 % of the respondents belong to forward caste, 35.5% of the respondents are backward caste; 18.9% of the respondents belong to schedule caste and 2.4% of the respondents is of schedule tribes.

6. Dependents

The bread winner employed in APSRTC with large number of dependents always revolves in family problems and debts. Such employees are not satisfied with the salary offered to them in the present job. So they are dissatisfied in their job.

Table-6: Dependents of the respondents

			Employees		Total
			Non-Operating	Operating	
Dependents <3	Count	65	222	287	
	% of Total	17.6%	60.0%	77.6%	
3-5	Count	29	38	67	
	% of Total	7.8%	10.3%	18.1%	
>5	Count	6	10	16	
	% of Total	1.6%	2.7%	4.3%	
Total	Count	100	270	370	
	% of Total	27.0%	73.0%	100.0%	

Source: Primary Data

Interpretation: As per the analysis it is understood that 77.6% of the respondents is having less than 3 dependents in the family and followed with 3 to 5 dependents of 18.1% respondents. Overall it can be understood that majority of respondents are maintaining less dependency in the house, so that financial commitment can be reduced and financial freedom can be maintained in the house.

7. Educational Qualifications:

Education plays an important role in determining one's socio-economic status in the entire society. Its details according to is submitted in the following Table

Table -7: Educational qualifications of the respondents

			Employees		Total
			Non-Operating	Operating	
Educational Qualification ILLETERATE	Count	1	7	8	
	% of Total	.3%	1.9%	2.2%	
SSC	Count	4	10	14	
	% of Total	1.1%	2.7%	3.8%	
INTER	Count	3	11	14	
	% of Total	.8%	3.0%	3.8%	
DEGREE	Count	7	25	32	
	% of Total	1.9%	6.8%	8.6%	
PG	Count	51	112	163	
	% of Total	13.8%	30.3%	44.1%	
PROFESSIONAL	Count	34	105	139	
	% of Total	9.2%	28.4%	37.6%	
Total	Count	100	270	370	
	% of Total	27.0%	73.0%	100.0%	

Source: Primary Data

Interpretation: From the analysis it is understood that 44.1% of the respondents are Post graduate holders and 37.6% of the respondents are having professional qualifications such Engineering, AIME, LLB. Etc. And hence it can conclude that except few majorities of the respondents are well educated and are aware of all the policies and practices of the organisation.

8.Income:

After knowing the educational standards of the employees it is inevitable to know about the economic conditions of the respondents. Its information is presented in the following Table.

Table-8:Salary wise Distribution of respondents

		Employees		Total
		Non-Operating	Operating	
Salary per month <5000	Count	3	4	7
	% of Total	.8%	1.1%	1.9%
5000-10000	Count	28	50	78
	% of Total	7.6%	13.5%	21.1%
10000-15000	Count	25	66	91
	% of Total	6.8%	17.8%	24.6%
15000-20000	Count	18	59	77
	% of Total	4.9%	15.9%	20.8%
>20000	Count	26	91	117
	% of Total	7.0%	24.6%	31.6%
Total	Count	100	270	370
	% of Total	27.0%	73.0%	100.0%

Source: Primary Data

Interpretation: From the above table it can be known that 31.6% of the respondent's income per month is ranging more than Rs20000 per month and 20.8% of the respondent's income is ranging between Rs.15000-20000 per month and hence it can be concluded that employees are getting reasonable salaries from the organization.

9.Family wise distribution:

After knowing the salaried income of the respondents it is necessary to know about the family status of the respondents. Its information is presented in the Table.

Table-9: Family wise distribution of respondents

			Employees		Total
			Non-Operating	Operating	
Family Type	JOINT	Count	41	79	120
		% of Total	11.1%	21.4%	32.4%
	NUCLEAR	Count	59	191	250
		% of Total	15.9%	51.6%	67.6%
Total		Count	100	270	370
		% of Total	27.0%	73.0%	100.0%

Source: Primary Data

Interpretation: From the above information it can be inferred that majority of the respondents that is 67.6% are staying in nuclear family structure and 32.4% of the respondents are staying in joint family structure. Hence in the modern era every individual prefers nuclear family rather than staying in joint family structure which they think that it is increasing their obligation by staying in the Joint family.

10. Modes of Transport:

It is necessary to know about the Means of transport of the respondents. Its information is presented in the table.

Table-10: Modes of Transport distribution of respondents

			Employees		Total
			Non-Operating	Operating	
ModeofTransport	OWN VEHICLE	Count	31	71	102
		% of Total	8.4%	19.2%	27.6%
	CYCLE	Count	28	69	97
		% of Total	7.6%	18.6%	26.2%
	AUTO RIKSHAW	Count	22	58	80
		% of Total	5.9%	15.7%	21.6%
	APSRTC BUS	Count	19	72	91
		% of Total	5.1%	19.5%	24.6%
Total		Count	100	270	370
		% of Total	27.0%	73.0%	100.0%

Source: Primary Data

Interpretation: From the above information it is understood that 27.6% of the respondents are attending to the office on two wheelers and 24.6% of the respondents are coming by RTC Bus and 26.2% of the respondents are coming in cycle.

Conclusion

Job satisfaction differs from person to person, place to place, situation to situation. Job satisfaction is the dependent variable which is influenced by many factors. As socio economic conditions of employee to employee differ there is a need to identify the most essential socio economic factors which influences the job satisfaction of employees. Hence this paper has focused on identifying the socio economic factors which has influence on job satisfaction. Ten variables has been identified which influences job satisfaction of employees in APSRTC Vijayawada.

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