

**A Comparative study of Job satisfaction i.e. job intrinsic (job concrete such as excursions, place of posting, working conditions; Job-abstract such as cooperation, democratic functioning) and Job-Extrinsic like psycho-social such as intelligence, social circle; economic such salary, allowance; community/National growth such as quality of life, national economy and Multidimensional coping like task oriented, emotion-oriented, avoidance oriented like distraction and social diversion of employees in Mizoram University.**

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**Abstract:** The present problem of the study is “A Comparative study of Job satisfaction i.e. job intrinsic (job concrete such as excursions, place of posting, working conditions; Job-abstract such as cooperation, democratic functioning) and Job-Extrinsic like psycho-social such as intelligence, social circle; economic such salary, allowance; community/National growth such as quality of life, national economy and Multidimensional coping like task oriented, emotion-oriented, avoidance oriented like distraction and social diversion of employees in Mizoram University.” The objective of the present study are, “to study the correlational analysis of all the variables included in the present study; to compare the job satisfaction and multidimensional coping styles between male and female employees in Mizoram University; to find out the factor structure of the present study. To achieve this objective sixty employees are randomly selected and included in the present study. Participants are ranging age group from 28-70 years. All the subjects are administered job satisfaction scale (to measure job intrinsic and job extrinsic) and coping mechanism (to measure task oriented coping, emotion-oriented coping, avoidance-oriented coping, distraction and social diversion) of employees in Mizoram University. Data can be analyzed quantitatively. The obtained data is processed by using Mean and standard deviation of the Male and Female employees of all variables included in the study; Pearson’s intercorrelational analysis among all the variables included in the present study; Factor structure of all the variables included in the present study. (just to see how many factors are extracted). The mean value of Job Concrete (JC, a sub type of intrinsic job satisfaction) between Male and female employees are found 14.13 and 13.30 respectively and F value between groups (F=1.670) are found to be insignificant. The mean value of Job abstract (JA, a sub type of intrinsic job satisfaction) between Male and female employees are found 14.63 and 13.53 respectively and F value between groups (F=2.552) are found to be insignificant. The mean value of psychosocial aspect (PS, a sub type of extrinsic job satisfaction) between Male and female employees are found 18.23 and 17.90 respectively and F value between groups (F=.205) are found to be insignificant. The mean value of Economic (E, a sub type of extrinsic job satisfaction) between Male and female employees are found 9.06 and 8.20 respectively and F value between groups (F=2.218) are found to be insignificant. The mean value of community growth (CG, a sub type of extrinsic job satisfaction) between Male and female employees are found 13.26 and 11.93 respectively and F value between groups (F=3.501) are found to be statistically significant. The mean value of Task-oriented coping (TK) between Male and female employees are found 54.33 and 51.36 respectively and F value between groups (F=3.761) are found to be statistically significant. The mean value of Emotion-oriented coping (EN) between Male and Female employees are found 48.93 and 48.53 respectively and F value between groups (F=.061) are found statistically insignificant. The mean value of Avoidance oriented coping (AC) between Male and Female employees are found 49.23 and 50.63 respectively and F value between groups (F=.516) are found to be insignificant. The mean value of Distraction (DN) between Male and female employees are found 23.63 and 24.76 respectively and F value between groups (F=.780) are found to be insignificant. The mean value of social diversion (SD) between Male and Female employees are found 16.26 and 16.36 respectively and F value between groups (F=.022) are found to be insignificant. The correlation coefficients of .20 and .25 are significant at .05 and .01 level of significance respectively. The correlation coefficients are ranged between -.21 to .87. All

forty-five (45) correlation are significant at .05 and .01 level respectively. In the present study the investigator has interested to find out the factor structure of the present study. The investigator found two factors in the present study. This factors are represented on the result table number V. The table IV is about the rotated latent root for product moment analysis for all the variables included in the present study.

**Keynotes: job intrinsic, Job-Extrinsic , coping,avoidance-oriented,action-oriented.**

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The term Job satisfaction was brought to limelight by Hoppock (1935).Hoppock describes job satisfaction as, “any combination of psychological, physiological and environmental circumstances that cause and person truthfully to say I am satisfied with my job.” Job satisfaction has many dimensions. Commonly noted facets are satisfaction with the work itself, wages, and recognition, rapport with supervisors and co-workers, and chance for advancement. Each dimension contributes to an individual’s overall feeling of satisfaction with the job itself, but different people define the “job” differently. There are three important dimensions to job- satisfaction:

- 1) Job- satisfaction refers to one’s feeling towards one’s job. It can only be inferred but not seen.
- 2) Job satisfaction is often determined by how well outcomes meet or exceed expectations. Satisfaction in one’s job means increased commitment in the fulfilment of formal requirements. There is greater willingness to invest personal energy and time in job performance.
- 3) The terms job-satisfaction and job attitudes are typically used interchangeably. Both refer to effective orientations on the part of individuals towards their work roles, which they are presently occupying.

According to E.A. Locke: Job satisfaction is as a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experience. As defined by Feldman and Arnold Job satisfaction as the amount of overall positive affect (or feelings) that individuals have towards their jobs. Kreitner and Kinicki described, Job satisfaction is an affective or emotional response toward various facets of one’s job. This definition means job satisfaction is not a unitary concept. Davis and Newsroom explained Job satisfaction is a set of favourable or unfavourable feelings with which employees view their work.”Andrew stated that job satisfaction is the amount of pleasure or contentment associated with a job. Researcher like Sarwat Jabeen (2011) has examined the main and interaction effects of types of educational institution,age,religion and sex on job satisfaction of tribal school teachers. It has found that female teachers as compared to male teachers are, by and large more satisfied with their job. Age does not produce any effect on job satisfaction. Other researcher such as Brikend AZIRI (2011) has studied that Job satisfaction has represented one of the most complex areas facing today’s managers when it comes to managing their employees. Many studies have demonstrated an unusually large impact on the job satisfaction on the motivation of workers, while the level of motivation has an impact on productivity, and hence also on performance of business organizations. Unfortunately, in our region, job satisfaction has not still received the proper attention from neither scholars nor managers of various business organizations. Another researcher like Mosammod Mahamuda Parvin (December-2011) has studied *the Pharmaceutical sector has played a vital role in underpinning the economic development of a country. The result shows that salary, efficiency in work, fringe supervision, and co-worker relation are the most important factors contributing to job satisfaction. The overall job satisfaction of the employees in pharmaceutical sector is at the positive level.*

## I. METHODOLOGY

The present study has been designed to investigate “*A Comparative study of Job satisfaction i.e. job intrinsic (job concrete such as excursions, place of posting, working conditions; Job-abstract such as cooperation, democratic functioning) and Job-Extrinsic like psycho-social such as intelligence, social circle; economic such salary, allowance; community/National growth such as quality of life, national economy and Multidimensional coping like task oriented, emotion-oriented, avoidance oriented like distraction and social diversion of employees in Mizoram University.* To achieve this objective eighty employees are randomly selected and included in the present study. Participants are ranging age group from 28-70 years. All the subjects are administered job satisfaction scale (to measure job intrinsic and job extrinsic) and coping mechanism (to measure task oriented coping, emotion-oriented coping, avoidance-oriented coping, distraction and social diversion) of employees in Mizoram University.

**Sample:**

Sample (N=60,male= 30; and female =30) for the present study was drawn randomly from Mizoram University. The selected participants ( age ranging from 28-70 yrs) are administered tests of the job satisfaction scale and coping scale. The testing is made on individual setting.

Tests Used: The following tests are used for the present study:

1. Job satisfaction scale; 2. Coping of the stressful situations.

Brief description of the test is as follows:

Job satisfaction scale: Job satisfaction scale were developed by Amar Singh and T.R. Sharma (1999). It consists of 30 statements. Each statement has five alternatives from which a respondent has to choose any one which candidly expresses his response. The level of job satisfaction was measured in two types of areas— job-intrinsic (factors lying in the job itself) and job-extrinsic (factors lying outside the job). Job intrinsic area was further conceptualized as job-concrete (say: excursions, working conditions etc ,items are 6,11,13,19,23,25) and job – abstract (say: cooperating, democratic functioning etc.items are 8,15,16,17,21,27) and Job extrinsic area as consisting of three components viz., psycho-social aspects such as intelligence, social circle, items are 1,3,4,7,10,12,26,30), financial aspects such as salary,allowance,items are 2,5,9,18) and community/nation growth aspect such as quality of life, national economy, items are 14,22,24,28,29).

**Scoring:** The scale has both positive and negative statements. Items no. 4,13,20,21,27 and 28 are negative, others are all positive i.e., 1,2,3,5,6,7,8,9,10,11,12,14,15,16,17,18,19,22,23,24,25,26,29,30.. The positive statements carry a weightage of 4,3,2,1 and 0 and the negative ones a weightage of 0,1,2,3,and 4. The total score gives a quick measure of satisfaction/dissatisfaction of a worker towards his job.

**CISS:** (The coping inventory for stressful situations): CISS is developed by Norman S. Endler and James D.A. Parker (1999). It is an easily administered scale for measuring multidimensional coping. The CISS is a self report paper-and-pencil measure of coping, consisting of 48 items. There is both an adult form and an adolescent form. Sixteen items assess task oriented coping, sixteen items assess emotion-oriented coping and sixteen items assess avoidance oriented coping. There are two subscales for the avoidance-oriented scale i.e. distraction (eight items) and social diversion (five items). Respondent for both the adult and adolescent versions are asked to rate each item on a five point frequency scale ranging from 1 (not at all ), 2,( little bit)3 ( sometimes),4( often), and 5 (very much. The CISS can usually be completed in about 10 minutes, although there are individual differences for the completion time. The CISS may be completed either individually or in groups. In group administration, every adequate safeguard of privacy and confidentiality should be provided to encourage respondents to answer honestly. Task-oriented coping: it describes purposeful task-oriented efforts aimed at solving problem, cognitively restructuring the problem, or attempts to alter the situation. The main emphasis is on the task or planning and an attempts to solve the problem. Emotion-oriented coping: it describes emotional reactions that are self-oriented. The aim is to reduce stress (but this is not always successful). Reactions include emotional response4s (e.g., blame myself for being too emotional, get angry, becomes tense), self-preoccupation and fantasizing (daydreaming reactions). In some cases reaction actually increases stress (e.g., become very upset, become very tense). The reaction is oriented towards the person.Avoidance oriented coping: It describes activities and cognitive changes at avoiding the stressful situation. This can occur via distancing oneself with other situations or tasks (task oriented) or via social diversion (person oriented) as a means of alleviating stress.

**Procedures:** The randomly selected samples for the present study collected from employees working in different departments in Mizoram University.

**Statistical analysis:** Data can be analyzed quantitatively. The obtained data is processed to obtain the following information:

1. Mean and standard deviation of the Male and Female employees of all variables included in the study.
2. Pearson's intercorrelational analysis among all the variables included in the present study.
3. Factor structure of all the variables included in the present study. (just to see how many factors are extracted).

## **II. RESULT:**

The result tables for the present study were as follows:

**TABLE:I**

**Mean, standard deviation of Male and Female on task-oriented, emotion-oriented, avoidance oriented (distraction n social diversion)and job satisfaction i.e., job concrete (JC),job abstract (JA) (=Intrinsic job satisfaction), psychosocial (PS),economic (E),community growth (CG) (=Extrinsic job satisfaction),task oriented coping (TK),Emotion-oriented coping (EN),Avoidance (AV),Distraction (DN) and Social diversion (SD).**

Variables		N	Mean	S.D.
JC	Male	30	14.13	2.06
	Female	30	13.30	2.86
JA	Male	30	14.63	2.02
	Female	30	13.53	3.18
PS	Male	30	18.23	2.81
	Female	30	17.90	2.89
E	Male	30	9.06	2.18
	Female	30	8.20	2.32
CG	Male	30	13.26	1.77
	Female	30	11.93	3.47
TK	Male	30	54.33	5.95
	Female	30	51.36	5.89
EN	Male	30	48.93	5.47
	Female	30	48.53	6.98
AV	Male	30	49.23	7.65
	Female	30	50.63	7.44
DN	Male	30	23.63	5.42
	Female	30	24.76	4.46
SD	Male	30	16.26	2.63
	Female	30	16.36	2.60

**TABLE:II**

**Intercorrelation matrix for all the variables included in the study.**

	JC	JA	PS	E	CG	TK	EN	AV	DN	SD
JC	---	.60**	.64**	.32**	.63**	.07	-.35**	-.21*	-.23*	-.07
JA		---	.58**	.36**	.62**	.20*	-.17	-.00	.00	-.01
PS			---	.40**	.60**	.07	-.27**	-.03	-.08	.08
E				---	.39**	.20*	-.06	-.02	.00	.00
CG					---	.15	-.41**	-.11	-.06	-.08
TK						---	.07	.36**	.30**	.32**
EN							---	.38**	.41**	.12
AV								---	.87**	.73**
DN									---	.45**
SN										---

Note: \*p<.05; \*\*p<.01

**TABLE:III**

**Summary of ANOVA of significance difference between Male and Female on task-oriented, emotion-oriented,avoidance oriented (distraction n social diversion)and job satisfaction i.e., job concrete (JC),job abstract (JA) (=Intrinsic job satisfaction), psychosocial (PS),economic (E),community growth (CG) (=Extrinsic job satisfaction),task oriented coping (TK),Emotion-oriented coping (EN),Avoidance (AV),Distraction (DN) and Social diversion (SD).**

Variables	SS	df	MS	F
JC Between groups	10.417	1	10.417	1.670NS
Within groups	361.767	58	6.237	
Total	372.183	59		
JA Between groups	18.150	1	18.150	2.55NS
Within groups	412.433	58	7.111	
Total	430.583	59		
PS Between Groups	1.667	1	1.667	.205NS
Within Groups	472.067	58	8.139	
Total	473.733	59		
E Between Groups	11.267	1	11.267	2.21NS
Within Groups	294.667	58	5.080	
Total	305.933	59		
CG Between Groups	26.667	1	26.667	3.50SN
Within groups	441.733	58	7.616	
Total	468.400	59		
TK Between groups	132.017	1	132.017	3.76SN
Within groups	2035.63	58	35.097	
Total	2167.650	59		
EN Between groups	2.400	1	2.400	.061NS
Within groups	2281.333	58	39.333	
Total	2283.733	59		
AV Between groups	29.400	1	29.400	.516NS
Within groups	3306.333	58	57.006	
Total	3335.733	59		
DN Between groups	19.267	1	19.267	.780NS
Within groups	1432.233	58	24.695	
Total	1451.600	59		
SN Between groups	.150	1	.150	.022NS
Within groups	398.833	58	6.876	
Total	398.983	59		

**TABLE IV**

Rotated Latent Root for Product component Analysis for all the variables included in the present study.

Root No.	Latent Root	% of Variance	% of cumulative
1	3.307	33.073	33.073
2	2.789	27.888	60.960

Extraction method: Principal Component Analysis.

Note: The two extracted component together explain 60.960% of the variance. These values are also standard deviations for the corresponding factor using Principal Component factor pattern as factor coefficient.

**TABLE: V**

Rotated description of factors in the present study:

Factor: 1		
CG (+)	Community growth (job extrinsic)	.847
PS (+)	Psychosocial (Job extrinsic)	.824
JC (+)	Job Concrete (Job Intrinsic)	.823
JA (+)	Job abstract (Job Intrinsic)	.801
EC (+)	Economic (Job extrinsic)	.581
EN (-)	emotion-oriented coping	.420
TK (+)	Task-oriented coping	.245
Factor:2		
AV (+)	Avoidance oriented coping	.955
DN(+)	Distraction (a sub scale of avoidance)	.866
SD(+)	Social Diversion ( a subscale of avoidance)	.758
TK(+)	Task-oriented coping	.542
EN (+)	Emotion-oriented coping	.455

### III. DISCUSSION

**The results are discussed in the following ways:**

The result Table-I shows mean, standard deviation and Table-III shows F value of all the variables i.e., Job concrete (JC, a sub type of Intrinsic job satisfaction), Job abstract (JA, a sub type of Intrinsic Job satisfaction), Psychosocial aspect (PS, a sub type of extrinsic job satisfaction), Economic (E, a sub type of extrinsic job satisfaction), Community growth (CG, a sub type of extrinsic job satisfaction), Task-oriented coping (TK, coping measure), Emotional oriented coping (EN, a coping measure), Avoidance oriented coping, a measure of coping, here distraction, (DN), and Social diversion, (SD) are sub type of avoidance). The mean value of Job Concrete (JC, a sub type of intrinsic job satisfaction) between Male and female employees are found 14.13 and 13.30 respectively and F value between groups (F=1.670) are found to be insignificant. The mean value of Job abstract (JA, a sub type of intrinsic job satisfaction) between Male and female employees are found 14.63 and 13.53 respectively and F value between groups (F=2.552) are found to be insignificant. The mean value of psychosocial aspect (PS, a sub type of extrinsic job satisfaction) between Male and female employees are found 18.23 and 17.90 respectively and F value between groups (F=.205) are found to be insignificant. The mean value of Economic (E, a sub type of extrinsic job satisfaction) between Male and female employees are found 9.06 and 8.20 respectively and F value between groups (F=2.218) are found to be insignificant. The mean value of community growth (CG, a sub type of extrinsic job satisfaction) between Male and female employees are found 13.26 and 11.93 respectively and F value between groups (F=3.501) are found to be statistically significant. The mean value of Task-oriented coping (TK) between Male and female employees are found 54.33 and 51.36 respectively and F value between groups (F=3.761) are found to be statistically significant. The mean value of Emotion-oriented coping (EN) between Male and Female employees are found 48.93 and 48.53 respectively and F value between groups (F=.061) are found statistically insignificant. The mean value of Avoidance oriented coping (AC) between Male and Female employees are found 49.23 and 50.63 respectively and F value between groups (F=.516) are found to be insignificant. The mean value of Distraction (DN) between Male and female employees are found 23.63 and 24.76 respectively and F value between groups (F=.780) are found to be insignificant. The mean value of social diversion (SD) between Male and Female employees are found 16.26 and 16.36 respectively and F value between groups (F=.022) are found to be insignificant. Table II shows the intercorrelation matrix for all the variables included in the study. The correlation coefficients of .20 and .25 are significant at .05 and .01 level of significance respectively. The correlation coefficients are ranged between -.21 to .87. All forty-five (45) correlations are significant at .05 and .01 level respectively.

Job concrete (JC) has positive significant correlation with Job abstract (JA) (.60<.01), psychosocial aspect (PS) (.64<.01), economic (E) (.32<.01), Community growth (CG) (.63<.01), and negative significant correlations with Emotion oriented coping (EN) (.35<.01), avoidance oriented coping (AV) (.21<.05) and distraction (DN) (.23<.05) level respectively. Job abstract (JA) has positive significant correlations with Psychosocial aspect (PS) (.58<.01), Economic (E) (.36<.01), community Growth (CG) (.62<.01) respectively. Psychosocial aspect (PS) has positive significant correlation with economic (E) (.40<.01), community growth (CG) (.60<.01), and negative significant correlation with emotion oriented coping (EN) (.27<.01) level respectively. Economic has positive significant correlation with community growth (CG) (.39<.01), Task oriented coping (TK) (.20<.05) respectively. Community growth has negative significant correlation with emotion-oriented coping (EN)

(.41<.01) level. Task-oriented coping has significant positive correlations with avoidance oriented coping (AV) (.36<.01), distraction (DN) (.30<.01) and social diversion (SD) (.32<.01) level respectively. Emotion-oriented coping has positive significant correlations with avoidance oriented coping (AV) (.38<.01), Distraction (.41<.01) respectively. Avoidance oriented coping has positive significant correlation with distraction (DN) (.87<.01) and social diversion (SD) (.73<.01) level respectively. Distraction (DN) has positive significant correlation with social diversion (SD) (.45<.01) level. In the present study the investigator has interested to find out the factor structure of the present study. The investigator found two factors in the present study. These factors are represented on the result table number V. The table IV is about the rotated latent root for product moment analysis for all the variables included in the present study.

#### **IV. Conclusion**

In conclusion part, the investigator can do more work on this study. The present study has reflected some statistically significant variables between the male and female employees included in the study. It has pointed out that community growth (CG, a sub type of Extrinsic job satisfaction) between male and female employees. Again in the measures of the multidimensional coping, it has found that task oriented coping has statistically significant between male and female employees included in the present study.

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