



A STUDY ON THE VARIATIONS IN JOB SATISFACTION AND SOCIAL SUPPORT AMONG THE EMPLOYEES WITH HIGH AND LOW SALARIES.

Dr. Sritama Mitra Ghosh

Assistant Professor, Techno India University

Miss Silky Mukhopadhyay

Research scholar , Techno India University

ABSTRACT

Job satisfaction and social support are interconnected aspects within the workplace that significantly impact employee well-being and performance. The relationship between job satisfaction and social support is complex and reciprocal, where each can influence the other significantly.

Influence of Social Support on Job Satisfaction:

Social support at work—coming from coworkers, supervisors, or the organization—often leads to higher job satisfaction. Employees who feel supported are more likely to:

- Feel valued and understood, which can increase their sense of belonging and satisfaction with their job.
- Experience less stress, as social support can act as a buffer against work-related stressors. Have better coping mechanisms, since support systems can provide advice or assistance in problem-solving.
- Engage more with their work, due to the encouragement and reinforcement from a supportive work environment.

Studies have shown that social support can also strengthen organizational commitment, which can positively impact job satisfaction. Furthermore, job characteristics, competence development practices, and communication facilitated by social support can improve employee engagement and job satisfaction.

On the flip side, job satisfaction can influence the nature and extent of social support within the workplace. Satisfied employees are often more:

- Willing to offer support to others, contributing to a nurturing work environment. Open to building relationships, which can enhance the overall support network within the organization.
- Positive and engaging, which can have a contagious effect, promoting an atmosphere of camaraderie and mutual support.
- Job satisfaction and social support together create a reinforcing cycle that can lead to better mental and physical health for employees, lower turnover and absenteeism rates, and greater productivity and performance for organizations.

Keywords: job satisfaction, social support, self-esteem, high-paid employees, low-paid employees, workplace well-being.

INTRODUCTION

****Job Satisfaction:****

Job satisfaction is the level of contentment employees feel towards their jobs, which is a result of their perception of how well their job provides those things that are viewed as important. It is a complex construct affected by various factors including the nature of the work, the organizational environment, compensation, growth opportunities, and the level of challenge and autonomy available. A high level of job satisfaction typically leads to increased motivation, higher productivity, better performance, and reduced turnover.

****Social Support:****

Social support in the workplace refers to the overall levels of assistance and the presence of supportive relationships among colleagues, supervisors, and the organization itself. This can include emotional support—which speaks to empathy and understanding; instrumental support—involving tangible assistance with tasks; informational support—providing advice or knowledge; and esteem support—offering encouragement and validation of one's abilities and contributions.

Job satisfaction and social support are interrelated in such a way that each can influence and reinforce the other within the workplace:

Providing Resources: Social support, such as assistance with tasks or emotional backing during stressful times, can make job roles more manageable and increase job satisfaction.

Enhancing Work Environment: Positive interactions with colleagues and supervisors can contribute to a more pleasant work atmosphere, which has been shown to improve job satisfaction.

Reducing Stress: The buffering effect of social support against job stressors means that employees with good social support may handle workplace challenges better, improving their job satisfaction.

Fostering Recognition and Success: Support in the form of feedback and appreciation can reaffirm an employee's value to the organization, boosting job satisfaction.

Creating Supportive Behaviors: Employees who are satisfied with their jobs are more likely to engage in supportive behaviors themselves, contributing to a positive cycle of support within the organization.

Building Stronger Teams: Higher job satisfaction can result in better teamwork, leading to increased perceptions of social support among team members.

Types of Workplace Social Support in the Prediction of Job Satisfaction

J. Irene Harris, Ann Marie Winskowski, Brian E. Engdahl - First published: 23 December 2011.

Research on social support and job satisfaction has yielded mixed results, partly because studies have rarely examined different types of workplace social support, such as collegial support, task support, coaching, and career mentoring. This study identified the relative contributions of different types of social support to job satisfaction and explored the relationship between social support and job tenure. Overall, social support accounted for approximately 17% of the variance in job satisfaction and 9% of the variance in job tenure. Career mentoring and task support were the types of social support most predictive of job satisfaction. Coaching and task support were the types of social support most predictive of job tenure.

Effects of work stress on psychological well-being and job satisfaction: The stress-buffering role of social support

Deborah J. Terry, Michelle Nielsen, Linda Perchard

First published: December 1993

The aim of the research was to examine further the relationships among levels of work stress, social support, and well-being. In the first instance, it was proposed that high levels of work stress (role ambiguity, role conflict, work overload, and underutilisation of skills) would have a negative impact on job satisfaction and psychological well-being. Second, it was proposed that the perceived availability of support for work-related problems would have both direct and stress-buffering effects on levels of well-being. These hypotheses were tested in a study of 153 employees of a large public sector organization. After control of the potential confounding effects of neuroticism, there was some support for the proposed effects of work stress and social support on well-being. Role ambiguity and role conflict emerged as significant predictors of both psychological well-being and job satisfaction. There was also some support for the proposed role of underutilisation of skills; however, contrary to expectations, the experience of quantitative work overload did not have a significant main effect on either psychological well-being or job satisfaction. As expected, there was evidence to suggest that, irrespective of the level of stress, levels of supervisor support had main effects on levels of well-being. Consistent with Cohen and Wills' (1985) stress-support matching hypothesis, there was also some evidence to suggest that the availability of work-related support (from one's supervisor) buffered the negative effects of work stress (role conflict and work overload).

The Moderating Effects of Social Support between Emotional Labour and Job Satisfaction in Clinical Nurses

Han, Hye-Yul, Lee, Ji-Young, Jang, Insun, Published : 2015.11.30

Purpose: The purpose of this study was to investigate the moderating effects of social support between emotional labor and job satisfaction in clinical nurses. **Methods:** Participants were 311 clinical nurses and data were collected from July 11th to 18th, 2014. The data were analyzed using descriptive statistics, t-test, ANOVA, Pearson correlation coefficient and hierarchical multiple regression with SPSS 21.0. **Results:** The job satisfaction indicated a significant relationship to surface-acting ($r=-.191, p=.001$), deep-acting ($r=.179, p=.002$) and social support ($r=.342, p<.001$) respectively. Emotional labor significantly affected job satisfaction ($F=11.592, p<.001$), and explained 5.4% of the variance in job satisfaction. The social support acted as a moderator on the relationship between emotional labor and job satisfaction at a significant level ($F=11.416, p<.001$). **Conclusion:** The results of this study suggest that it is important to develop social support promoting and stress relief programs for clinical nurses to improve job satisfaction.

Relationship between job satisfaction and employee's mental health Karim Babayi Nadinloyi, Hasan Sadeghi, Nader Hajloo *Procedia-Social and Behavioural Sciences 84, 293-297, 2013* [The purpose of this study was to examine the relationship between job satisfaction and mental health. Finding of the research indicated that there was a positive relationship between job dissatisfaction employees and global index of mental health, social action and depression]

Does Social Support Matter in the Workplace? Social Support, Job Satisfaction, Bullying and Harassment in the Workplace during COVID-19

Int. J. Environ., Published: 13 April 2022

This study aims to examine social support at work amongst the employees of Icelandic municipalities and its relationship to job satisfaction, bullying and harassment. The study is based on an online survey conducted in 2021. A total of 4973 employees answered the questionnaire in part or in full after three reminders (57% response rate). The majority of the participants in the study were women (82%), but this gender ratio was representative of the population. The results show that social support gave an average score of 4.2 on a scale of 1–5; 87% of the participants were rather often or always satisfied with their job, 8% had experienced bullying at work, 2% had experienced sexual harassment and 3% had experienced gender-based harassment. Social support has a positive, moderately strong correlation with employee job satisfaction and a weak negative correlation with bullying at work. Based on the results, social support is an important factor related to the job satisfaction of employees and is a protective factor against bullying and sexual harassment at work. This finding demonstrates that managers and those responsible for employee well-being in the workplace should focus on social support at work, especially now that the psychosocial work environment is fragile because of COVID-19.

AIMS AND OBJECTIVES

The aim of the study is to assess the level of job satisfaction and social support in high paid and low paid employees. Job satisfaction and social support are vital aspects of employee well-being and organizational effectiveness. This study also elaborates on the level of job satisfaction and social support of low paid and high paid employees.

METHODOLOGY

An Independent Samples t-Test is done among the higher paid employees and lower paid employees to compare the difference. And the scoring was done according to the instructions mentioned in the questionnaires. Significance difference is observed in both the groups. Simple Random Sampling technique is used.

SAMPLE

AGE : 20- 60 years.

SEX: Both male and female.

EDUCATION: Higher secondary and above.

- 110 participants' responses are taken for this study. 55 participants from high income groups and 55 participants from low-income groups. The income group is categorized according to THE WORLD BANK income group.

- All the participants are currently employed.

The Job Satisfaction Survey questionnaire (JSS): The Job Satisfaction Survey (JSS) is a questionnaire used to evaluate nine dimensions of job satisfaction related to overall Satisfaction. This instrument is well established among the other job satisfaction scales. Although the Job Satisfaction Survey was designed to measure satisfaction among employees who work in the human service, public, and non-profit sector organizations, Specter argues that the JSS applies to other industries as well. Each item is a statement, and the employee must show their level of agreement on a scale from 1 to 6, where 1 indicates 'disagree very much' and 6 indicates 'agree very much.'

Social support questionnaire: A 27-item questionnaire designed to measure perceptions of social support and satisfaction with that social support. Each item is a question that solicits a two-part answer: Part 1 asks participants to list all the people that fit the description of the question, and Part 2 asks participants to indicate how satisfied they are, in general, with these people.

Job Satisfaction

Group	MEAN	SD
High income	169.44	14.646
Low income	153.47	19.196

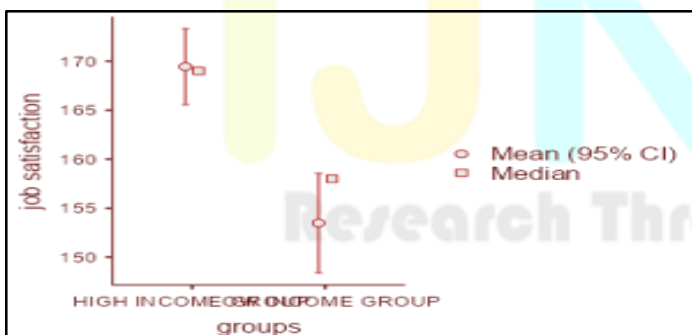
Social Support

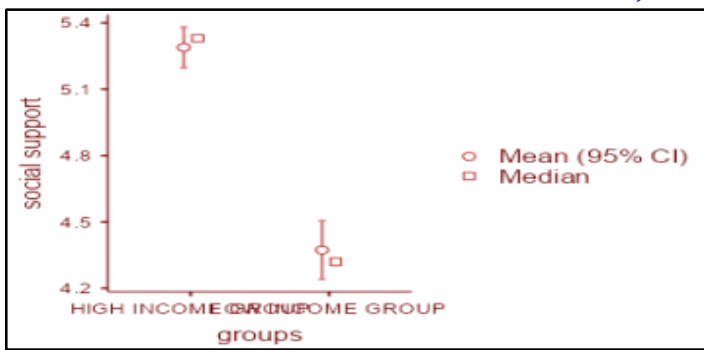
Group	MEAN	SD
High income	17.87	2.520
Low income	16.71	2.643

Variables	t value	df	P
Job Satisfaction	4.90 ^a	108	< .001
Social Support	11.19 ^a	108	< .001

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GRAPHICAL REPRESENTATION





CONCLUSION :

Therefore, the study's findings imply that income plays a significant role in shaping both job satisfaction and self-esteem among employees. Employers and policymakers may need to consider strategies to address income disparities in order to improve overall well-being and satisfaction in the workplace. Additionally, further research could explore the underlying factors contributing to these differences and examine potential interventions to mitigate disparities in job satisfaction and self-esteem.

Significance Levels: The significance levels indicate that the observed differences in job satisfaction and self-esteem between high-paid and low-paid employees were highly significant, with p-values less than .001. The groups are divided into high income group and low-income group according to THE WORLD BANK income slab. The data are collected from government job holders as well as private job holders.

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