

# THE RELATIONSHIP BETWEEN SOCIAL SUPPORT AND JOB SATISFACTION AMONG NURSES: A COMPARATIVE STUDY

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## **Abstract**

Group living is perhaps the most significant adaptation of primate species, including human beings. The need to form and maintain strong, stable relationships with others is a powerful, pervasive, and fundamental human motive (Baumeister & Leary, 1995). Building strong interpersonal relationships with others helps us establish a network of close, caring individuals who can provide social support in times of distress, sorrow, and fear. This tendency to come together is especially great under threat and intense stress. Social support enhances quality of life and provides a buffer against adverse life events. Social Support is a key recourse to predict job satisfaction. It can increase job satisfaction by providing resources that can attenuate work – family relationship.

The aim of this study is to examine the relationship between social resources (social support) and job satisfaction. This study comprised a sample of 50 nurses from various hospitals in Aligarh district.

**Keywords:** *Epidemiologist, social support, nurses, stress, health, satisfied, hull, workers.*

## **THE CONCEPT OF SOCIAL SUPPORT**

The idea of social support has achieved great importance since the middle 1970's. Epidemiologist John Cassel, physician and epidemiologist Sidney Cobb and psychiatrist Gerald Caplan made ground breaking contributions to its popularity. The term social support is a general rubric that encompasses a host of more specific definitions. Cassel gave a functional perspective of social support, "*protective factors buffering or cushioning the individual from physiological or psychological consequences of exposure to the stressor situation.*" (1976)

According to House (1981) social support has been defined as "an interpersonal transaction involving one or more of the following:

- emotional concern (liking, love, empathy),
- instrumental aids (goods or services),
- information about the environment, or
- appraisal (information relevant to self-evaluation).

Bowlby's theory of attachment (1969, 1973, 1980) relies on the interpretation that social support is the existence or availability of people on whom we can rely, people who let us know that they care about, value and love us. Bowlby believes children become self – resistant, learn to function as supports for others and have a decreased likelihood of psychopathology in later life. He also concluded that the availability of social support bolsters the capacity to withstand and overcome frustration and problem-solving challenges. Social support also mediates the effects of life stress on health and well-being (Berkman 1985, Cohen and Wills 1985, Kessler and McLeod 1985).

## **THE CONCEPT OF JOB SATISFACTION**

Job satisfaction is an essential factor that affects employees' initiative and enthusiasm. A lack of job satisfaction can lead to increased absenteeism and unnecessary turnover in the workplace. Job satisfaction is a major factor in personal satisfaction (Locke, 1976), self-respect, self-esteem, and self-development. Job satisfaction increases the degree of happiness in the workplace, which leads to a positive work approach. A satisfied worker is creative, flexible, innovative, and loyal. Job satisfaction in general means the work force is motivated and committed to high quality performance. Improving the quality of working life will help employees to increase productivity (the quantity and quality of output per hour worked). Unhappy employees are not motivated to work hard and give 100% of their efforts over a long period of time. Job satisfaction is also linked to a healthier workforce and has been found to be a good indicator of longevity for a company (Argyle, 1989). It is important for the worker to feel satisfied doing his/her job and feel great value for his/her efforts. Job satisfaction brings a delightful emotion (Brown, 1996), which leads to an optimistic work manner. A satisfied worker is more likely

to be creative and show more durability (Engleza, 2007). Companies and organizations that considered most the job satisfaction of the workforce with regards to the efficiency of work and the number of hours also had higher quality performances among its employees. Research shows that more satisfied workers tend to add more value to an organization. Unhappy employees who are motivated by fear of job loss do not give 100% of their effort for very long (Akerlof, Rose & Yellen, 1988).

At various times the concept of job satisfaction has been defined as dependent variable, an independent variable, a covariate and a moderator variable. The significance of work experience and how it affects attitudes and values about work is becoming increasingly clear. People spend a sizable portion of their working life in their work environment. Thus, on humanitarian grounds also this condition of their working life should be more or less pleasant, agreeable and fulfilling. Most of them have to work for economic reason, very few have the option as where to work. Under these constrains, people would find little satisfaction in their lives if the work place is not too congenial. Essentially job satisfaction is a person's attitude towards the job. Like any other attitudes, it represents a complex assemblage of cognitions, emotions and behavioural tendencies.

## **METHODOLOGY**

### **OBJECTIVE OF THE STUDY**

1. To study the level of job satisfaction of respondents.
2. To study the level of satisfaction of the respondent received from family members and friends.
3. To study the relationship between social support (satisfaction) and job satisfaction.
4. To study the relationship between job satisfaction and social support and years of marriage.

### **RESEARCH HYPOTHESIS**

There is a positive relationship between job satisfaction and social support.

### **VARIABLES**

Independent variable – years of marriage

Dependent variables – job satisfaction and social support

### **POPULATION**

The population consist of all the nurses working in government hospitals in Aligarh district.

### **SAMPLE**

The sample consisted of 50 nurses from various hospitals of Aligarh district.

### **DESIGN**

The sample was divided into four groups on the basis of their years of marriage.

DATA COLLECTION METHOD – primary data was collected using questionnaire from female nurses.

### **DATA COLLECTION TOOLS**

Social support questionnaire – Sarson and Sarson (1983)

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.

Job Satisfaction Scale – Dr. Amar Singh and Dr. T. R. Sharma (1986)

The scale has 30 items. It is based on Likert 5-point scale. The scale has both positive and negative items. Items 4, 13, 20, 21, 27 and 28 are negative, others are positive. The total score gives a quick measure of satisfaction and dissatisfaction of worker towards his job. The following table gives the degree of satisfaction among workers.

SCORES	DEGREE OF SATISFACTION
74 or above	Extreme satisfied
63 – 73	Very satisfied
56 – 62	Moderately satisfied
48 – 55	Not satisfied
47 or below	Extremely dissatisfied

### ANALYSIS

**TABLE 1.** Mean and standard deviation on job satisfaction

GROUP	N	MEAN	S.D
1-10 YEARS	06	70.00	4.19
11 – 20 YEARS	15	59.92	5.93
21 – 30 YEARS	16	50.32	4.06
30 ABOVE	13	61.32	4.34

**TABLE 2.** Matrix of *t* – value, testing significance of mean difference among the four groups

GROUP	I	II	III	IV
I 70.00				
II 59.92		4.87		
III 50.32			11.37	
IV 61.32				8.00

*Significance at 0.01 level*

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Methodology

Selection of Subjects

For the purpose of present study 80 Physical Education Teachers (TGT Grade) of UP Board schools and CBSE Schools from Allahabad and Pratapgarh districts of Uttar Pradesh were selected randomly as the subjects for the study. The age of the subjects were ranging from 24 – 35 years.

Table- 1: Details of the Subjects Distribution with regard to govt. school teachers and private school teachers

Tool Used

The criterion measure chosen to test the hypothesis was the scores obtain in job-satisfaction scale (JSC) Inventory by Amar Singh and T.R. Sharma (1999).

Administration of Test

The job-satisfaction questionnaire was distributed to teachers. To ensure maximum cooperation from the subjects the research scholar had a meeting with selected subjects. Subjects were oriented and explained regarding the purpose and the procedure of the questionnaire. Job-satisfaction scale has 30 items. Each items has five suitable options from which a respondent has to choose any one. The scale has both positive and negative items in which 06 items were negative and 24 were positive. The positive items carries weightage of 4,3,2,1 & 0 and the negative items carry weightage of 0,1,2,3 & 4. The

total score gives a quick measure of satisfaction/dissatisfaction of a respondents towards the job. The following interpretation of scores denote the degree of satisfaction:

The hull hypotheses “*there is no significant difference between the four groups on job satisfaction*”. The hull hypothesis was accepted which means that all four groups experience same job satisfaction. Irrespective of the years of marriage all experience job satisfaction, although the amount of satisfaction is low due to work conditions.

**TABLE 3.** Mean and standard deviation on social support

GROUP	N	MEAN	S.D
1 – 10 years	06	88.85	5.43
11 – 20 years	15	76.33	4.56
21 – 30 years	16	74.43	4.76
30 above	13	80.23	5.02

**TABLE 4** matrix of *t* – value, testing significance of mean difference among the four groups

GROUP	I	II	III	IV
1 – 10 years				
11 – 20 years		4.89		
21 – 30 years			5.84	
30 above				4.34

*Significance at 0.01 level*

The hull hypotheses “*there is no significant difference between the four groups on social support*”. The hull hypothesis was accepted which means that all four groups experience same social support. Irrespective of the years of marriage all experience social support.

### **SUGGESTIONS & CONCLUSION**

The research hypothesis states the there is a positive relation between job satisfaction and social support. 50 nurses were selected from various hospitals from Aligarh district. This hypothesis is accepted that family members enhance job satisfaction. Correlation coefficient was computed between social support and job satisfaction. Social support was found to significantly and positively correlate with job satisfaction ( $r = 0.66$ ,  $p < 0.01$ ), suggesting that the higher the social support, the higher is the job satisfaction. Job satisfaction causes a series of influences on various aspects of organization and individual life. Some influences of job satisfaction on employee productivity, loyalty and less absenteeism have been studied. As predicted, the results indicated a significant positive relationship between social support and job satisfaction. These correlations suggested that the higher the social support, higher the job satisfaction. These findings certainly support the previous research findings. Several studies revealed that social support correlate positively with job satisfaction. This is because the existence of social support may assist individuals in dealing with various stressors in their life and facilitate a positive adjustment process (Rawson et al., 1994). Thus, the existence of good social support can reduce the extent to which situations are perceived as a threat to well-being. Social support was found to be one of the protective factors for individuals that could reduce the number of psychological problems (Toa, et al., 2000). This notion was supported by Nahid & Sarkis (1994) that social support could protect people from psychological problems. A study by Steinberg and Darling (1994) also indicated that social support from family and friends influence well-being in which these supports were found to positively affect their life. A study by Wentzel (1998) found that support from family and friends had predictive value related to well-being. Dollete et al. (2004) found that the roles of social support are very important because it is considered as a mechanism to buffer against life stressors and promote health and wellness. This finding supports the research findings in which the social support could reduce the effect of psychological problems of individuals thus lead to job satisfaction.

This study provides empirical evidence with regards to positive effects of social support in experiencing job satisfaction among nurses. Specifically, the findings suggested that an increase in social support may lead to increase of job satisfaction. The finding of the study can help individuals understand the importance of social support both at individual and management levels. The people themselves could benefit from the study. Information and ideas gained from this research could help them to face, manage, and handle their problems.

Therefore, enhancing knowledge about the importance of social support can affect job satisfaction not only among nurses but individuals in all areas. In fact, social support is now proven to be a literal lifesaver. People that are supported by close relationships with friends, family, or fellow members at work, or other support groups are less vulnerable to problems and have a better ability to cope up with various stressors at work.

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