

COMPARATIVE ANALYSIS OF JOB SATISFACTION: A STUDY OF GOVERNMENT AND PRIVATE SECTOR EMPLOYEES IN AHMEDABAD

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Abstract

This study presents a comparative analysis of job satisfaction among government and private sector employees in Ahmedabad. The research aims to identify key factors influencing job satisfaction and to discern any significant differences in satisfaction levels between these two sectors. Data was collected through a structured questionnaire distributed to a diverse sample of employees working in various government and private organizations within the city. The analysis revealed distinct differences in job satisfaction determinants for each sector. Government employees reported higher satisfaction with job security, work-life balance, and benefits, whereas private sector employees expressed greater satisfaction with career advancement opportunities, performance-based incentives, and organizational culture. The study highlights the importance of sector-specific strategies to enhance job satisfaction and provides insights for policymakers and organizational leaders to tailor their approaches to meet the unique needs of their employees. The findings contribute to the broader understanding of occupational well-being and underscore the dynamic interplay between sector-specific employment characteristics and job satisfaction.

Keywords: Government, Private, Employer's Satisfaction

INTRODUCTION

Job satisfaction is defined as an effective or emotional response toward various facts of one's job. Job satisfaction is in regard to one's feelings or state-of-mind regarding the nature of their work. It can be influenced by a variety of factors, the quality of one's relationship with their supervisor, the quality of the physical environment in which they work, degree of fulfilment in their work, etc. Job satisfaction describes how content an individual is with his or her job. The happier people are within their job, the more satisfied they are said to be. Job satisfaction is a core element of employee's behavior which not only affects the individual behavior but also benefited the goal of organization. Satisfied employees are more committed to their work. Job satisfaction comes from the variety of ways. Some employees satisfied with their pay structure or compensation, some are with nature of job, promotion, supervision, colleagues, benefits etc. A satisfied employee is free from work stress and they become more productive. Job satisfaction explains how much an employee is self-motivated, content, and satisfied with his or her job. Job satisfaction is a set of favorable or unfavorable feelings with which employees view their work. It is a worker's sense of achievement and success and is generally perceived to be directly linked to productivity as well as to personal wellbeing. The happier people are within their job, the more satisfied they are said to be. Job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. (Shafqat Naeem Akhtara, Muhammad Amir Hashmib, Syed Imtiaz Hussain Naqvi, 2010) represented the attitudes and feelings of teachers towards their work and the differences in job satisfaction between public and private school teachers and found that female teachers tend to be more satisfied than male teachers, and less qualified teachers tend to be satisfied than highly qualified teachers. (Salman Khalid, Salman Khalid, Babak Mahmood, 2012) found that private university academicians were more satisfied with pay, supervision, and promotional opportunities, while public university academicians were more satisfied with co-worker behavior and job security. (Ms Shallu Sehgal, 2012) compared job satisfaction levels of employees in Axis Bank and UCO Bank of Shimla. Their research findings indicated that employees with higher educational qualifications are generally more satisfied with their jobs, as their positions matches with their qualifications and expectations in comparison with employees having lower educational qualifications express dissatisfaction due to fewer benefits provided to them. (Deepti Sinha, Dr Somesh Kumar, 2012) presented a comparative study of job satisfaction among employees in private and public sector banks. The study uses a five-point Likert scale to measure job satisfaction and covers factors such as communication and information flow, interpersonal relationships,

credit/value to work, job security, involvement and identification with organizational goals, nature of supervision, implementation of change and innovation, kind of tasks required to be performed, extent of personal growth and development, and conflict resolution. (Ajay Chauhan, Dr. Pravin M. Solanki, 2014) presented a comparative study of job satisfaction among government and private employees in Anand district, Gujarat, India. Their study examines the job satisfaction of 60 male and female employees and concluded that there is no difference in job satisfaction between government and private employees. (Anita Garg, Dr. Dharmesh Motwani, 2018) focused on the comparative study of job satisfaction with job security among teaching staff in government and private colleges of Udaipur. Their findings indicate that government college teachers have higher satisfaction with job security compared to that in private college.

MOTIVATION

Motivation behind the research is many youngsters are not aware of government jobs and their benefits etc. when compared to private jobs, the results may give some insights about the benefits also the social impact these sectors have on the employee's productivity and overall societal outcomes. Additionally, it gives clear view about these sectors individually.

SIGNIFICANCE OF STUDY

1. Job satisfaction is often linked to mental health and overall job performance, so identifying areas of satisfaction or dissatisfaction can guide interventions to improve employees' work experiences.
2. By comparing job satisfaction between government and private sectors, the study can provide insights into how different work environments impact employee performance.
3. It can help policymakers identify areas for improvement in government employment conditions or recognize successful practices that could be replicated.
4. Understanding what factors contribute to satisfaction in each sector can guide efforts to enhance employee engagement and motivation strategies.
5. Both government and private sectors can learn from each other's successes and challenges, fostering continuous improvement.

OBJECTIVE OF THE STUDY

1. To examine current job alliance with the long-term career goals.
2. To know about procedures and policies contribute to job satisfaction or not.
3. To investigate whether organization/company provides work other than central office (remote work) or not.
4. To explore the role of workplace diversity (employees with varying characteristics such as sex, ethnicity etc.,) in enhancing job satisfaction.
5. To analyze the influence of digital transformation (technological advancement) in job satisfaction.
6. To compare overall satisfaction levels.

RESEARCH METHODOLOGY

- Research Design: Descriptive research.
- Data Sources:
Secondary Data: Secondary data sources are Research papers.
Primary Data: Employees of Government and Private sector.
- Research Approach: Survey method
- Research Instrument: Structured questionnaire
- Sampling Design:
Sampling Frame: Employees from Ahmedabad working in sector i.e, Government and Private are taken for the survey.
- Sampling Unit: Employees of Government and Private sector
- Sample Size: 123
- Sampling Method: Convenience Sampling.

SCOPE OF STUDY

1. With the help of our survey, one can be made aware about the benefits which are Job security, financial stability, and development opportunities of Government sector as we found very less responses from Government sector.

2. Furthermore, one can also frame procedure and policies which can be liberal for how private as well as government sector employees are treated in the organization.
3. Additionally, our study aims to shed light on the factors influencing job satisfaction, such as work environment, leadership style, and organizational culture, in both sectors.
4. We also seek to identify any significant differences in job satisfaction levels between government and private sector employees, which can provide valuable insights for policymakers and organizational leaders.
5. Moreover, the study will explore the perceptions and attitudes of employees towards their work, colleagues, and the overall organizational environment, aiming to understand the underlying factors that contribute to job satisfaction in each sector.
6. Furthermore, the study will analyse the impact of demographic variables, such as age, gender, education level, and job tenure, on job satisfaction, providing a holistic view of the factors influencing employee satisfaction in both government and private sectors.
7. Additionally, the study will provide a comparative analysis of job satisfaction levels among employees of different hierarchical levels, from entry-level employees to senior management, to identify any disparities in job satisfaction based on organizational rank.

LIMITATIONS

1. Data is based on very small sample size due to which comparison of government as well as private may affect the result.
2. As the data is collected through questionnaire, genuine answers from respondent may not come.
3. The factors of job satisfaction may fluctuate over the time making difficult to draw definitive conclusions.
4. Personal choices of the respondents have affected the analysis of our data.

DATA ANALYSIS AND INTERPRETATION

Demographic

Gender		
	Frequency	Percentage
Female	49	39.80%
Male	74	60.20%
Total	123	100%
Age Group		
	Frequency	Percentage
18-25	53	43.50%
25-35	35	28.20%
36-45	27	21.80%
46-55	7	5.60%
56 and Above	1	0.80%
Total	123	100%
Qualification		
	Frequency	Percentage
Graduation	67	54.80%
Masters and Above	50	40.30%
Schooling	6	4.80%
Total	123	100%
Marital Status		
	Frequency	Percentage
Married	47	37.90%
Unmarried	76	62.10%
Total	123	100%
Working Sector		
	Frequency	Percentage
Government	20	16.10%
Private	103	83.90%
Total	123	100%

Current Job Experience

Current Job	Government Employees	Government Employee (%)	Private Employees	Private Employees (%)
Entry Level	6	30%	32	31%
Mid Level	10	50%	37	36%
Senior Level	4	20%	34	33%
Grand Total	20	100%	103	100%
Years of Experience	Government Employees	Government Employee (%)	Private Employees	Private Employees (%)
0 to 2	5	25%	38	37%
2 to 5	3	15%	23	22%
5 to 10	4	20%	12	12%
More than 10	8	40%	30	29%
Grand Total	20	100%	103	100%
Annual Income	Government Employees	Government Employee (%)	Private Employees	Private Employees (%)
1,00,000 - 3,00,000	6	30%	45	44%
3,00,000 - 5,00,000	3	15%	25	24%
5,00,000 - 7,00,000	5	25%	12	12%
More than 7,00,000	6	30%	21	20%
Grand Total	20	100%	103	100%

Which sector according to you is better with respect to long term career goals

Job Security				
	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Government Sector	19	95%	82	80%
Private Sector	1	5%	21	20%
Grand Total	20	100%	103	100%
Development Opportunities				
	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Government Sector	5	25%	13	13%
Private Sector	15	75%	90	87%
Grand Total	20	100%	103	100%
Financial Stability				
	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Government Sector	17	85%	62	60%
Private Sector	3	15%	41	40%
Grand Total	20	100%	103	100%

To what extent procedures and policies contribute to your job satisfaction.

Working Hours				
	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Neutral	4	20%	24	23%
Non-Satisfied	1	5%	9	9%
Satisfied	8	40%	37	36%
Very Satisfied	7	35%	33	32%
Grand Total	20	100%	103	100%

Salary				
	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Neutral	5	25%	35	34%
Non-Satisfied	3	15%	15	15%
Satisfied	4	20%	32	31%
Very Satisfied	8	40%	21	20%
Grand Total	20	100%	103	100%
Leave				
	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Neutral	4	20%	34	33%
Non-Satisfied	1	5%	13	13%
Satisfied	8	40%	31	30%
Very Satisfied	7	35%	25	24%
Grand Total	20	100%	103	100%
Workload Distribution				
	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Neutral	4	20%	34	33%
Non-Satisfied	1	5%	13	13%
Satisfied	8	40%	31	30%
Very Satisfied	7	35%	25	24%
+Grand Total	20	100%	103	100%
Task Distribution				
	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Neutral	7	35%	28	27%
Non-Satisfied	2	10%	12	12%
Satisfied	7	35%	42	41%
Very Satisfied	4	20%	21	20%
Grand Total	20	100%	103	100%
Recruitment Procedure				
	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Neutral	4	20%	30	29%
Non-Satisfied	2	10%	6	6%
Satisfied	8	40%	42	41%
Very Satisfied	6	30%	25	24%
Grand Total	20	100%	103	100%

Employers View about the organization

Does your organization provide remote work (other than central office)	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Not at all	2	10%	27	26%
Not really	8	40%	28	27%
Yes, to some extent	10	50%	48	47%
Grand Total	20	100%	103	100%
Do you face any challenges or barriers due to workplace diversity	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
No, not really	7	35%	42	41%

Not applicable	1	5%	4	4%
Yes, significantly	4	20%	20	19%
Yes, to some extent	8	40%	37	36%
Grand Total	20	100%	103	100%
Does workplace diversity contribute to innovation	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
It enhance innovation, creativity, and job satisfaction	6	30%	35	34%
It greatly enhance innovation, creativity, and job satisfaction	8	40%	33	32%
It has no significant impact	3	15%	26	25%
It hinders innovation, creativity, and job satisfaction	0	0%	2	2%
It slightly hinders innovation, creativity, and job satisfaction	3	15%	7	7%
Grand Total	20	100%	103	100%
Does diverse workplace provide equal rights and opportunities	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Absolutely, it does	7	35%	41	40%
Not at all	2	10%	6	6%
Not sure	2	10%	12	12%
Yes, to some extent	9	45%	44	42%
Grand Total	20	100%	103	100%
Does digital transformation (technological advancement) have positively impacted your satisfaction	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Enhanced work-life balance	1	5%	27	26%
Expanded opportunities for professional growth and development	5	25%	23	22%
Improved communication and collaboration	5	25%	15	15%
Increased efficiency and productivity	9	45%	38	37%
Grand Total	20	100%	103	100%
Current Workplace Environment	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Average	6	30%	27	26%
Excellent	4	20%	26	25%
Good	8	40%	45	44%
Poor	2	10%	5	5%
Grand Total	20	100%	103	100%
To what extent do you feel your organization/company values your contribution	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Completely	6	30%	27	26%
Not at all	4	20%	6	6%
Somewhat to a large extent	4	20%	32	31%
To small extent	6	30%	38	37%
Grand Total	20	100%	103	100%
How likely are you to recommend your organization/company as a good place to work	Government Employees	Government Employees (%)	Private Employees	Private Employees (%)
Likely	3	15%	36	35%
Neutral	10	50%	34	33%
Not likely	2	10%	5	5%

Not likely at all	1	5%	7	7%
Very likely	4	20%	21	20%
Grand Total	20	100%	103	100%

FINDINGS

1. From the very first objective, we found out that the various long term career goals which are Job security, financial stability and development opportunities have more inclination towards the government sector organization and is more beneficial to government sector employees.
2. For the second objective, we find that contributions of various factors such as recruitment procedure, working hours, salary, leaves, workload distribution and task distribution does affect the level of job satisfaction to some extent.
3. For the third objective, we found out that both the government as well as private sector employees get little access to get some remote work other than central office.
4. For the fourth objective, we found out that the due to workplace diversity government sector employees faces challenges and innovation have increased productivity and efficiency of both the type of employees and overall equality is promoted.
5. For the fifth objective, we found out that both the government and private sector employees have increased efficiency and productivity and does not positively affect the work life balance.
6. For the last objective, we found out that both the government as well as private sector employees are satisfied with their workplace environment and their contributions are valued by the organization, therefore there is good satisfaction level to some extent in both the sectors.

RECOMMENDATIONS

1. Recommend the use of benchmarking to compare job satisfaction levels with industry standards and identify areas for improvement. This could include comparing job satisfaction levels with similar organizations in the same sector or region.
2. For continuous improvement regular reviewing and upgrading policies for the employees is recommended.
3. Recognition and Reward is also another factor which could be used by both the sectors to acknowledge and appreciate the employees which could also improve job satisfaction level.
4. Feedbacks from the employees must be taken through surveys to understand the level of job satisfaction amongst the employees.
5. Such organization strategies must be used such as career development opportunities to employees to improve job satisfaction level. Counselling is also another factor which is recommended to improve the job satisfaction level as it closely helps to understand the employees needs and requirements

CONCLUSION

In conclusion, the research shows that while both government and private sector employees prioritize job security and financial stability, the private sector emphasizes personal development and career growth. Understanding these differences can help organizations improve employee satisfaction and retention. Also, both the sectors offer similar salary and leave benefits and also their contribution is valued by the organization which leads to more innovation and increase in efficiency. We also concluded the technological effect on employee's productivity and the effect on work life balance. Overall, we can say that every employee is satisfied in each sector and they are not interested in changing the sector. The reason which motivated us to do research on this topic was the social impact which these sectors have on employee's productivity and overall societal outcomes. Also, it gives a clear view about these sectors individually.

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