



## CONTRIBUTORS TO THE JOB SATISFACTION OF CBEA ADMINISTRATIVE STAFFS: A CASE ANALYSIS

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### ABSTRACT

*The study revolved around the concept that various contributors can greatly affect employee's job satisfaction. The outcome therefore of the performance of an employee could be enhanced by redirecting various contributors towards job satisfaction in a more positive way. Since, various contributors are considered an influential factor in the job satisfaction of employees particularly the administrative staffs of the College of Business, Entrepreneurship and Accountancy, the main concern of the study is to identify the six (6) contributors. It also determines the most import to the least important contributor affecting the respondents job satisfaction. The researcher used the descriptive method of research.*

**KeyWords:** *CBEA Administrative Staffs, Compensation, Friendly Co-Workers, Job Security, Job Satisfaction, Promotion and Growth, Working Environment*

### INTRODUCTION

Job satisfaction can simply be defined as the feelings people have about their jobs. It implies how one enjoys his job and being suitably rewarded for his efforts. It further implies enthusiasm and happiness with one's work. Armstrong (2006) defines job satisfaction as the attitudes and feelings people have about their work; positive and favorable attitudes indicate job satisfaction, while negative and unfavorable attitudes indicate job dissatisfaction. According to Love and Edwards (2005), job satisfaction is a function of the match between the rewards offered by work supervision and the individual's preferences for those rewards. It is the extent to which employees favorably perceive their work (Gumato, 2003). Oshagbemi (2003) identifies job satisfaction as an important attribute which organizations expect their employees to possess. High job expectation indicates a strong correlation between an employee's expectation of the rewards accruing from a job and what the job actually provides. Workers who are satisfied with their job will be co-

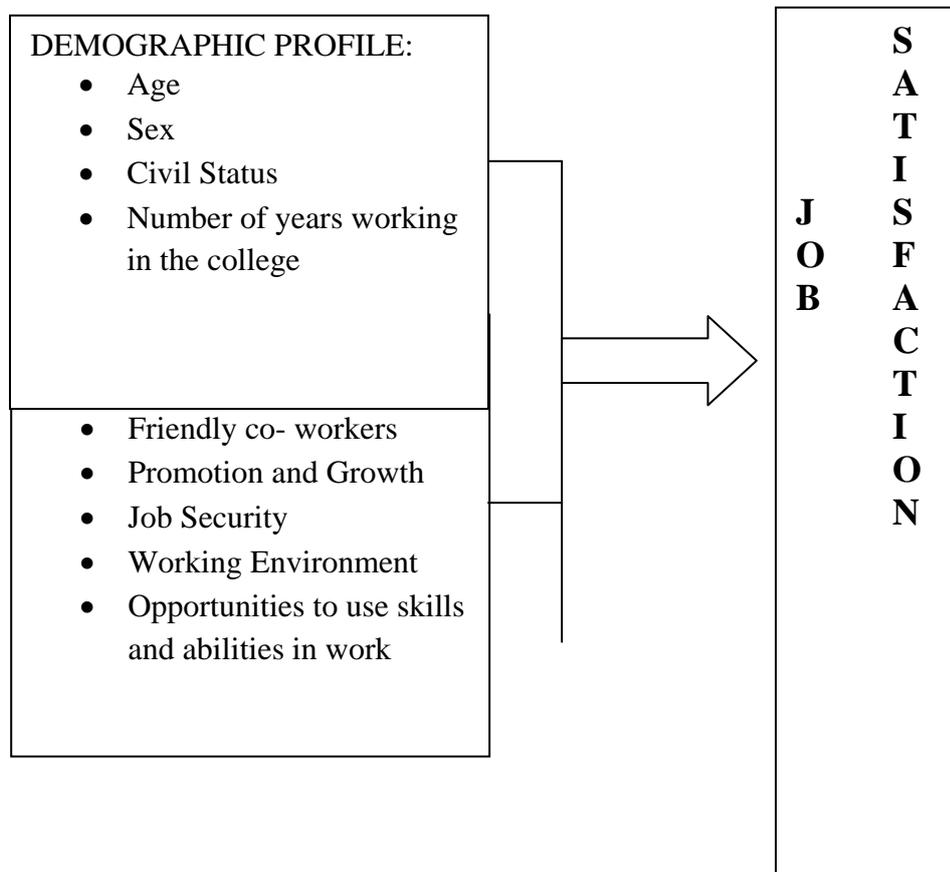


operative and well-motivated while those who are dissatisfied will be inclined to produce low quality output, go on strike, and be absent from work, invoke grievance procedures or, even leave the organization.

Job satisfaction is a very serious matter in an organization. Today, most people spend much of their time in the work place, hence, it is important for human resources professional to know more about the contributors to job satisfaction. Employees who are satisfied with their job are more motivated for effective performance and dedication to their job.

The administrative staffs of the College of Business, Entrepreneurship and Accountancy are one of the most important resources of the college. How they are treated, how much they value the college they work for and other contributors to job satisfaction will have an impact on how the college performs. Hence, this study.

### Research Paradigm



INDEPENDENT VARIABLES

DEPENDENT VARIABLES



### **Statement of the Problem**

The study generally identifies the contributors to the job satisfaction of CBEA administrative staffs from the most important to the least important. Specifically, it sought to answer the following questions:

1. What is the profile of the respondents in terms of:
  - a. Age
  - b. Sex
  - c. Civil Status
  - d. Number of years working in the college
2. What are the contributors to the job satisfaction of CBEA administrative staffs?
3. What is the degree of importance of the contributors affecting the job satisfaction of CBEA administrative staffs?

### **Definition of Terms**

1. **Job Satisfaction** is an expression of favorableness in which a respondent views his job.
2. **CBEA Administrative Staffs** are the administrative staffs under the department of College of Business Entrepreneurship and Accountancy who render 8 hour-service from Monday to Friday.
3. **Compensation** refers to the hierarchy of job types and grades and the associated compensation and benefits.
4. **Friendly Co-workers** is the favorable relationship among the respondents and the other faculty members.
5. **Promotion and Growth** refers to the advancement of an employee's position and skills within an organization.



6. **Job Security** refers to the security of tenure enjoyed by the respondents in relation to the status of his employment in the organization whether casual, regular or contractual.
  
7. **Working Environment** refers to the area, field and workplace of the teachers.

### **Significance of the Study**

The role of administrative staffs is very crucial to the performance of the college. By conducting this study, the researcher would identify the contributors generally affecting the job satisfaction of CBEA Administrative staffs thus, providing information on which action or measure to be taken to gain better productivity. This research then:

1. Benefits the management in order to identify the practices that will enhance job satisfaction and use findings to develop human resource initiative;
  
2. Provides information to the designated officials and faculty members of the college to create awareness of the contributors that affect job satisfaction of administrative staffs for them to be able to improve their relationship with the administrative as co-employees;
  
3. Encourages other researchers that have interest in the related problem that they can use this as a reference material for further studies.

### **Scope and Delimitations**

The study is limited to the 2 CBEA administrative staffs of the College of Business, Entrepreneurship and Accountancy of Cagayan State University, Andrews Campus, 2<sup>nd</sup> semester of S.Y. 2018-2019.

## **RESEARCH METHODOLOGY**

### **Research Design**

The descriptive method of research was used in this study. The profile of the respondents in terms of age, sex, civil status, number of years working in the college. Likewise, the respondents' perception on the following contributors was determined: compensation, friendly co-workers, promotion and growth, job security, working



environment, opportunities to use and abilities in work, in which these contributors were ranked from most to least contributor that affect their job satisfaction.

### **Locale of the Study**

The study was conducted at the Cagayan State University- Andrews Campus, College of Business, Entrepreneurship and Accountancy (CBEA) during the Second Semester of School Year 2018-2019.

### **Respondents and Sampling Procedure**

The respondents were the 2 administrative staffs of CBEA

The purposive sampling was used in the study. 2 administrative staffs responded out of the total population of 2, forming a 100% sample size.

### **Data Gathering Tool**

The principal tool used to gather data is the questionnaire. The questionnaire consists of two sections. The first section includes personal profile of the respondents. The second section dealt with six contributors of job satisfaction. Personal interviews were also conducted to assess the contributors affecting job satisfaction of the respondents.

### **Data Gathering Procedure**

A request letter was personally sent to the CBEA administrative staffs for the 2<sup>nd</sup> semester of S.Y. 2018-2019. Personal interviews were conducted in order to assess the factors affecting their job satisfaction. Retrieval was done immediately after answering which ranged from 3-5 minutes.

### **Data Analysis**

Descriptive statistics was employed in the study. Frequency count and percentage was used to categorize the profile variables of respondents. Descriptive Sum statistics was used to determine the ranking of the contributors that affect job satisfaction of the respondents.



## RESULTS AND DISCUSSION

Table 1. Frequency and Percentage Distribution of the Respondents' Profile Variables

Respondents' Profile	Frequency	Percentage
<b>Sex</b>		
Male	2	100.00
Female	0	0
<b>Age</b>		
21 years old to 25 years old	2	61.54
<b>Civil Status</b>		
Married	0	0
Single	2	100.00
<b>Number of Years Working in the College</b>		
Below 2 years	1	50.00
3 to 4 years	1	50.00
<b>TOTAL</b>	<b>2</b>	<b>100.00</b>

Table 1 shows the frequency and percentage distribution of the respondents' profile variables as to Sex, Age, Civil Status and Number of Years Working in the College.

As shown above, 2 or 100.00% are males. The data shows that CBEA administrative staffs are males due to the nature of the job.

Moreover, 2 or 100.00% are 21-25 years old. The data implies that the respondents graduated from college ranging 1-3 years ago.

2 or 100.00% are single due to the fact that they are new graduates and are busy with their careers and settling down is not their priority.

College level graduates are 2 or 100.00% since taking up a higher degree is not a requirement of their present job.

Furthermore, the respondents working in the college for less than 2 years is 1 or 50.00% and 1 is working for 3 to 4 years which constitutes 50.00%. As mentioned above in the given data in terms of the respondents' age, civil status and educational attainment, it



correlates why the college is dominated by administrative staffs with 2 years below working experience.

**Table 2. Summary of Rank of the Contributors Affecting Job Satisfaction of CBEA Administrative Staffs**

Factors Affecting Job Satisfaction	Rank
Compensation	3.5
Friendly Co-workers	3.5
Promotion and Growth	5.5
Job Security	1.5
Working Environment	1.5
Opportunities to Use Skills and Abilities in Work	5.5

\*The lower the mean, the higher the rank.

Table 2 shows the summary ranking of the contributors affecting the job satisfaction of CBEA administrative staffs.

As shown above, Working Environment and job security ranked first. This implies that working environment greatly influences the job satisfaction of the respondents. The respondents prefer an attractive and comfortable working environment where great energy can be created. This energy ultimately affects productivity and success.

Compensation and friendly co-workers ranked second among factors affecting job satisfaction. Given the fact that employees who settle into a long term position are likely to achieve their career goals and this will positively affect their personal lives and financial situations.

Moreover, promotion and growth Opportunities to Use Skills and Abilities to Work ranked third. Since, the respondents are graduates of BSBA major in Marketing Management and BSBA major in Financial Management, their job description as administrative staffs sometimes don't allow them to apply some of the knowledge and skills learned in school. This can be attributed to the age and length of service of the respondents.



## **SUMMARY**

### ***PERSONAL PROFILE OF RESPONDENTS***

The sex of the respondents are all males due to the nature of the job. On the other hand, their age range is 21-25 years old since the respondents graduated from college ranging 1-3 years ago. When it comes to civil status, 100.00% are single due to the fact that they are new graduates and are busy with their careers and settling down is not their priority. Lastly, for the number of years working in the college, as shown in the given data in terms of the respondents' sex, age and civil status, it correlates why the college is dominated by administrative staffs with 2 years below working experience.

### ***CONTRIBUTORS AFFECTING JOB SATISFACTION***

Respondents ranked working environment first which implies that working environment greatly influences the job satisfaction of the respondents. The respondents prefer an attractive and comfortable working environment where great energy can be created. This energy ultimately affects productivity and success. On the other hand, job security ranks second respectively. Given the fact that employees who settle into a long term position are likely to achieve their career goals and this will positively affect their personal lives and financial situations. The 3<sup>rd</sup> contributor that affects respondent's job satisfaction is friendly co-workers. The respondents perceive their co-workers' attitude towards them is also essential to achieve their goals and job satisfaction. Compensation ranks fourth. This implies that the respondents are not so much after their salary level. 5<sup>th</sup> in rank is opportunities to use skills and abilities to work. Since, the respondents are graduates of BSBA major in Marketing Management and BSBA major in Financial Management, their job description as administrative staffs sometimes don't allow them to apply some of the knowledge and skills learned in school. Last is promotion and growth, though very important to some but ranks lowest. This can be attributed to the age and length of service of the respondents.

## **CONCLUSION**

Based on the result of analysis and interpretation that has been done in the previous chapter, we can conclude that:



1. The respondents analyze various contributors affecting their job satisfaction like compensation, friendly co-workers, promotion and growth, job security, working environment and opportunities to use skills and abilities in work.
2. Of the six factors, work environment is the highest and promotion and growth is the lowest ranked. The respondents prefer an attractive and comfortable working environment where great energy can be created. This energy ultimately affects productivity and success. On the other hand, considering their age and length of service to the college, promotion and growth was ranked lowest.
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### **RECOMMENDATION**

1. Though we found out that the contributors have no significant relationship with the job satisfaction of the respondents, the college and administration should still consider providing the administrative staffs a conducive work environment, just compensation and others for CBEA administrative staffs to be able to be motivated and do their jobs with enthusiasm and provide better results.

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