**FACTORS INFLUENCING JOB SATISFACTION AMONG WORKERS WITH DISABILITIES (WwDs) OF SERVICE SECTOR IN KADAPA DISTRICT**

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**Abstract**

With the implementation of Rights of Persons with Disabilities act 2016 etc. disability discrimination is prohibited in any aspect of employment, including hiring, firing, assignment of duties, pay, and promotions. However, employment conditions and opportunities to demonstrate job competence are still discriminatory and negatively affect job satisfaction. The present study proposed to examine the factors influencing the job satisfaction among workers with disabilities by considering Kadapa district’s private service sectors employees. The study considered various factors like Compensation, Job security, Working hours, Performance rating, Career advancement and Special benefits. The data was collected from 120 employees by using convenient sampling with well-structured questionnaire. Six hypotheses were framed and tested using linear regression model. Finally, it was found that Compensation, Performance rating and Career advancement were the major factors influencing the job satisfaction of workers with disability in private service sector.

Key words: Service sector, Workers with Disability (WwD), Job satisfaction, Influencing factors,

**INTRODUCTION**

Along with the interest that diversity has sparked off in the recent years, disability is a crucial factor that is receiving more attention. Approximately 2.13% of India's population are disabled in some way (http://www.disabilityindia.com/html/facts.html). It is important to include them in the manpower for inclusive economic growth. Earlier studies have stressed the importance of employment to the disabled people, as the employment enhances the well-being, health, quality of life and life satisfaction among the workers with disabilities (Barišin et al. 2011; Vestling et al. 2003). Job is not only a means of financial support but also a source of individual identity for the disabled workers (Hay-Smith et al. 2013). Additionally, job acquisition and sustenance provide a sense of normality and socialization among the workers with disabilities.

India’s services sector covers a wide variety of activities such as trade, hotel and restaurants, transport, storage and communication, financing, insurance, real estate, business services, community, social and personal services, and services associated with construction. Private sector in India is especially service sector is major contributor to the national income and also a principal job creator. The services sector is not only the dominant sector in India’s GDP, but has also attracted significant foreign investment, has contributed significantly to export. Share of the services sector accounted for 55.39% of the total GVA in FY21. India’s services sector GVA increased at a CAGR of 11.43% to Rs. 101.47 trillion (US$ 1,439.48 billion) in FY20, from Rs. 68.81 trillion (US$ 1,005.30 billion) in FY16. Between FY16 and FY20, financial, real estate and professional services augmented at a CAGR of 11.68% (in Rs. terms), while trade, hotels, transport, communication and services related to broadcasting rose at a CAGR of 10.98% (in Rs. terms).

As this sector is growing significantly it needs an inclusive worker to provide on time service delivery. However, previous research revealed that employed people with physical disabilities have experienced social discrimination because of their disabilities and were less likely to be satisfied with their jobs compared to the general population (Kaye et al. 2011; Uppal 2005). with the implementation of the Rights of Persons with Disabilities (RPWD) act 2016, establishment of National Handicapped Finance Development Corporation (NHFDC), Deendayal Disabled Rehabilitation Scheme (DDRS) etc. disability discrimination is prohibited in any aspect of employment, including hiring, firing, assignment of duties, pay, and promotions (EEOC 2020). However, employment conditions and opportunities to demonstrate job competence are still discriminatory and negatively affect job satisfaction (Chamberlain and Hodson 2010; Kulkarni and Lengnick-Hall 2011). In this context, the present study proposed to examine the factors influencing the job satisfaction among workers with disabilities by considering Kadapa district’s private service sectors employees.

**LITERATURE REVIEW**

Various studies have praised the importance of job influencing factors and their connection with overall job satisfaction among employees. Studies related to the present issues are presented here.

Houser, R., & Chace, A. (1993) conducted a study on level of job satisfaction among individuals with disability. The study was conducted with 27 peoples with disability placed through (MPWI) Massachusetts project with industry between 1988 and 1990 in various competitive jobs. The authors used Minnesota Satisfaction Questionnaire with 20 constructs called Ability utilization, Achievement, Activity, Advancement, Authority, Company policies & practices, Compensation, Co-workers, Creativity, Independence, Moral values, Recognition, Responsibility, Security, Social service, social status, Supervision-human relations, Supervision-technical, Variety and Working conditions with a total of 100 items. The study revealed that the Workers with Disability were least satisfied in the areas of amount of pay, implementation of company policies and the chances of advancement.

Baumgärtner, M. K., Dwertmann, D. J., Boehm, S. A., & Bruch, H. (2015) conducted a study on job satisfaction of employees with disabilities with the aim to create flexible working environments. The study was conducted with 4,141 employees with disability from 110 various small scale and medium sized companies. The collected data was analysed by using regression analysis. The study reveals that the disabled employees working in decentralised organisations will have higher satisfaction. It also reveals that the organisations especially HR departments need to adapt the practices to create flexible working environments for individuals with disability.

Uppal, S. (2005) conducted a study to trace the reasons for the low of satisfaction among the Canadians with disabilities. The study revealed that relative low incomes, discrimination, harassment and other conditions at the workplace were the major factors which leads to lower satisfaction. The researchers also concluded that the absence of assistive technology or the employer accommodations at workplace might be the main reason for difference in satisfaction between employees with disability and without disability.

Yu, S., & Choe, C. (2021), conducted a study to explore the association between job satisfaction and gender among disabled employees. The authors conducted longitudinal study (seven years from the year 2009 to 2015). by considering the interviews of 5092 individuals with disability registered with Korean government. The authors used 11 factors Pay, Work intensity, working hours, Desire, Job Security, Disability accommodations, Relation at work, Benefits, Work flexibilities, Success potential and Work size to gauge the level of job satisfaction among employees with disability. The authors used random-effects ordered probit model for the analysis of collected data. The study reveals that there is significance in job satisfaction of disabled employees based on gender. It reveals that the women disabled employees were having higher levels of job satisfaction than men with disabilities.

Park, Y., Seo, D. G., Park, J., Bettini, E., & Smith, J. (2016), conducted a study to explore the predictors of Job satisfaction among individuals with disability. The researchers conducted nationwide survey with 417 respondents in South Korea to explore the influences of Personal experiences, Life satisfaction, Vocational preparedness, and Job-related environment factors that are associated with job satisfaction of individuals with disability. The researchers also analysed the mediation effects of these factors on Job satisfaction by using Structural Equation Modelling (SEM). Based on this study, the researchers concluded that the life satisfaction and Job-related environment factors were the major predictors of job satisfaction among individuals with disability.

Based on the existing literature, six important dimensions of job satisfaction are identified like Compensation, Job security, Working hours, Career advancement, Fairness in performance ratings and Special benefits. Hence the hypotheses are formulated as

H1: Compensation / Pay influences job satisfaction of disabled employees

H2: Job security influences job satisfaction of disabled employees

H3: Working hours influences job satisfaction of disabled employees

H4: Career advancement influences job satisfaction of disabled employees

H5: Performance ratings influence job satisfaction of disabled employees

H6: Special benefits influences job satisfaction of disabled employees

**Figure1: Research model**

**C.p:** Compensation/Pay; **J.s:** Job security; W.h**:** Woring hours; C.a**:** Career advancement, **F.r:** Fairness in performance ratings; **S.b:** Special benefits; **JS**: Job satisfaction

**MATERIALS AND METHODS**

The present study target is to highlight the influencing factors of job satisfaction among disabled employees in Kadapa district. Convenience sampling technique has been adopted for the study to collect the data from the disabled employees belonging to different service sector companies in YSR Kadapa district. A structured questionnaire with essential factors of job satisfaction are used to collect the data. Out of 150 distributed questionnaires, A total of 120 questionnaires from disabled employee respondents are found valid and suitable to perform analysis. Reliability and descriptive statistics are used for the analysis using SPSS 26.

**RESULTS AND DISCUSSION**

For the achieving the hypotheses, regression model of dimensions of job satisfaction impact on job satisfaction is developed. Job satisfaction dimensions are treated as independent variable and Job satisfaction is treated as dependent variable in the model. multiple regression analysis is carried through JASP and SPSS. The results are mentioned below.

**Regression model fit**

Various measures are used to assess the model fit of the regression model influencing factors of job satisfaction like R2, Adjusted R2, Root Mean Squared Error (RMSE).

| **Table 1:**  **Model Summary – JS** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Model** | | **R** | | **R²** | | **Adjusted R²** | | **RMSE** | |
| H₀ |  | 0.000 |  | 0.000 |  | 0.000 |  | 1.073 |  |
| H₁ |  | 0.793 |  | 0.629 |  | 0.609 |  | 0.671 |  |
|  | | | | | | | | | |

The results of regression model influencing factors of job satisfaction are presented in the above table1. R2 explains the proportionate variance explained by dimensions of job satisfaction in prediction of overall Job sati satisfaction of Workers with Disability (WwD). It means that 0.629 or 63% of variation in Job satisfaction is explained dimensions of Job satisfaction. Adjusted R2 describes the explanatory power of multiple predictors in the regression model.

**Reliability and Validity**

Item factor loadings and Cronbach’s alpha are used to assess the reliability and validity of the regression model.

**Table:2**

**Reliability and Validity**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Factor** | **Item** | **Factor Loading** | **Average Factor Loading** | **Cronbach Alpha** |
| Pay | The amount of pay for the work I do. | 0.765 | 0.761 | 0.825 |
| The chance to make as much as many as my co-workers/colleagues. | 0.823 |
| How my pay compares with that for similar jobs in other companies. | 0.695 |
| Job security | The way my job provides for a secure future. | 0.852 | 0.819 | 0.892 |
| The way my job provides for steady employment. | 0.785 |
| Working hours | Offered flexibility in work hours | 0.812 | 0.786 | 0.794 |
| Willingly provided time off to attend appointments | 0.763 |
| Career advancement | The opportunities for advancement on this job | 0.825 | 0796 | 0.836 |
| The chances of getting ahead on this job | 0.712 |
| The way promotions are given out on this job | 0.852 |
| The fairness of performance rating | My performance rating is based on how well I do my work. | 0.793 | 0.769 | 0.915 |
| My performance rating reflects how much work I do. | 0.892 |
| My performance rating is based on the many things I do that help at work | 0.623 |
| Special Benefits | The way the organisation providing enhanced number of casual leaves | 0.821 | 0.871 | 0.826 |
| The way the organisation providing special aids and appliances for facilitating office work | 0.921 |

The reliability and validity results of regression model influencing factors of job satisfaction are presented in the above table. Factor loadings and average factor loadings indicates convergent validity and Cronbach alpha denotes the reliability of the model. All the factor loadings and average factor loading were well and above the standard value >0.5. Cronbach alpha for the all six dimensions is also meeting the minimum requirement of > 0.7. Hence, it is deemed that the regression model possesses the reliability and validity.

**Regression Model significance**

ANOVA is performed to identify the statistical significance of the model. ANOVA results are presented in the below table 3. It explains the overall significance of the regression model dimensions of job satisfaction impact on Job satisfaction. Residual values, F value and p values are used to judge the significance of the model.

**Table 3:**

| **ANOVA** | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Model** | |  | | **Sum of Squares** | | **df** | | **Mean Square** | | **F** | | **p** | |
| H₁ |  | Regression |  | 86.793 |  | 6 |  | 14.465 |  | 32.173 |  | < .001 |  |
|  |  | Residual |  | 51.257 |  | 114 |  | 0.450 |  |  |  |  |  |
|  |  | Total |  | 138.050 |  | 120 |  |  |  |  |  |  |  |
|  | | | | | | | | | | | | | |

The results of the ANOVA shows that residual sum of squares between actual and estimated 51.527 with F statistic 32.173 is significant as the resulted p value 0.001 is less than 0.05. So, the model is found statistically significant and it can be said that at least one of the six Job satisfaction dimensions is going to be significant.

**Specific path effects**

Regression specific path estimates and effects with significant values are presented in table 4. Standardized estimates, t statistic and p values are used for assessing the path effects in the linear regression model.

**Table 4:**

**Coefficients**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Unstandardized | Standard Error | Standardized | t | p |
| (Intercept) | 3.760 | 0.098 |  | 38.565 | < .001 |
| (Intercept) | 0.498 | 0.269 |  | 1.855 | 0.066 |
| Pay | 0.470 | 0.074 | 0.498 | 6.374 | < .001 |
| Job Security | 0.006 | 0.073 | 0.007 | 0.084 | 0.933 |
| Working Hours | 0.117 | 0.088 | 0.124 | 1.326 | 0.187 |
| Performance Rating | 0.158 | 0.071 | 0.172 | 2.230 | 0.028 |
| Career Advancement | 0.141 | 0.058 | 0.166 | 2.435 | 0.016 |
| Special Benefits | 0.014 | 0.049 | 0.017 | 0.294 | 0.769 |

**Figure 2**

49

01

12

17

17

02

Positive unstandardized co-efficient beta values for Pay (0.470), Job Security (0.006), Working Hours (0.117), Performance Rating (0.158), Career Advancement (0.141) and Special Benefits (0.014) meaning that there is positive relationship between Job satisfaction dimensions with Job satisfaction. P values for the individual paths from Pay->JS (<0.001), PeRa->JS (0.028) and CaAdv->JS (0.016) are less than significant value 0.05. It denotes that, only these three paths were significantly affecting Job satisfaction of the Workers with Disability (WwD).

Standardized Regression co-efficient beta values explains the size of the effect of Job satisfaction dimensions on the Job satisfaction in the model. standardized Beta value for the path Pay-> JS (0.498) is maximum followed by PeRa->JS (0.172), CaAdv->JS (0.166), WHr -> JS (0.124), SpBen -> JS (0.017) and JSec -> JS (0.007). It means that 49.8 % of the influence is stretched out from pay alone.

The framed hypothesis H1, H4 and H5 are supported and rest are not supported.

**CONCLUSION**

Present study initiated with the aim of assessing the influencing factors of job satisfaction such as pay, Job security, Working Hours, Performance Rating, Career Advancement and Special Benefits offered by the service sector organisations of disabled employees. The multiple regression model was developed for the purpose and executed with the software like SPSS, JASPS and Jamovi. The results of the regression model revealed that pay, performance rating fairness and career advancement strategies are significantly influencing the overall job satisfaction of the disabled employees largely than other components. Workers with disabilities are more likely to have pay, performance rating and career advancement in order to improve their level of job satisfaction.

**LIMITATIONS AND DIRECTIONS FOR FUTURE RESEARCH**

As the study was limited to the district, Kadapa, further studies may concentrate on other relevant districts in the state Andhra Pradesh. The present study was restricted to explore the important influencing factors of job satisfaction like pay, job security, Working Hours, Performance Rating, Career Advancement and Special Benefits, future studies may focus on including the other components like Communication/relationship with others, Professional development, Disability acceptance/awareness etc in detail. The study was limited to workers with disabilities further studies may concentrate on types of workers with disabilities in particular.

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