

## **Job Boredom and Its Impact on Job Satisfaction: A Survey of Banking Sector in Jammu & Kashmir**

<sup>1</sup>Ishrat Shaheen

School of Business Studies, Islamic University of Science and Technology

Jammu and Kashmir

mirishrat@yahoo.com

**ABSTRACT:** In the present era, qualification plays a major role in getting a job. It is said that people having higher qualification will have higher job profile and will have higher pay scale as compared to people having lower job profile and lower qualification. During 1990-2000, employment opportunities were more, and if a person even had lower education qualification, still that person could get a government/private job. After 2000, this scenario changed and people started doing higher education in a rapid way. At present, the jobs are not education field specific. People are running towards the jobs irrespective of their academic qualifications and the work they will have to do after getting the job. Banking sector has attracted millions of people as a choice of employment as people feel this is quite simple, secure and sitting job in which they will not face many difficulties as compared to others. A graduate person, whether a commerce graduate, arts graduate or a science graduate can apply for a bank job, and depending upon his/her capabilities he/she can get a job in banking sector. Even people with post graduation and doctorates in science stream are applying for the bank jobs. This may result in several consequences for them as after a particular time period they may feel dissatisfied with the job and they may start thinking about the alternate job. However there are number of variables which impact the job satisfaction. In this article, a detailed survey about job boredom and its impact on job satisfaction has been presented. In order to measure job satisfaction, various questions were asked in the form of a questionnaire from the bank employees of Jammu and Kashmir.

**Keywords:** Job boredom, job satisfaction

## 1. INTRODUCTION

Job boredom is a horrendous transient state in which people feel an extraordinary absence of enthusiasm for their present work activity [1]. Exhausted people think that it's hard to keep their attention concentrated on work and may feel that time is passing very gradually. Job boredom is generally joined by sentiments of anxiety, fractiousness, and desire to escape the circumstance to an all the more fascinating activity [2]. Boredom has been depicted as the inverse of excitement. Generally over qualification is treated as one of the factors for job dissatisfaction. However there are number of variables which impact the job satisfaction. These factors include degree of motivation for the job, career opportunities, job security, innovation & technology, kind of tasks required to be performed, extent of personal growth & development, participation in decision making, degree of skill utilization, organizational climate, unfavorable job environment, hectic work schedule and monotonous work.

Over qualification is an interesting type of underemployment, which speaks to a state where the representative's training, capacities, learning, abilities, and additionally encounter surpass work prerequisites and are not used at work. Investigations of over qualification have risen and gotten extensive consideration in various fields including instruction, work financial matters, human science, the executives, and brain research [3]. Precursors of over qualification incorporate individual contrasts, (for example, instruction, identity, age, sex, pursuit of employment mentalities, past work involvement, past business history, professional preparing and sort of degree, transient status) and natural elements, (for example, the attributes of the position held and size of the activity showcase). Usually considered results of over qualification incorporate employment mentalities, execution, proactive practices and imagination, counterproductive practices, non-attendance and turnover, wellbeing and prosperity, sentiments of employer stability, compensation, upward versatility, and relational connections. While the impacts are commonly negative, there are some contemporary discoveries uncovering the potential advantages of overqualified representatives for their work gatherings and associations. Lately, limit conditions molding the impacts of over qualification have likewise been distinguished, including variables, for example, strengthening and self-governance, over qualification of referent others, identity attributes, and qualities.

## 2. Literature Review

Erdogan et al. [4] stated that because of changes in the economy and workforce, representatives are ending up taking employments for which they are overqualified or that don't completely use their capacities. This will remain exceedingly applicable with the maturing of the people born after WW2 and the present terrible monetary conditions [4]. In spite of its expanded event, there still are countless issues with respect to over capability, while it is an issue that is notable to the two associations and employees. Aside from the immediate impacts of over capability, it is vital to comprehend relevant components that may affect the connection between over capability and occupation fulfillment and mental prosperity. A few investigations have just appeared certain conditions in associations can alleviate the negative results of over capability. Bashshur et al. [5] concluded that most past examinations have concentrated on the negative significant impacts of over capability on workers demeanors, chiefly work satisfaction. Research has reliably appeared about the negative impacts of apparent over qualification on employment fulfillment. Late investigations of Liu and Wang [6] have seen over qualification prompts bring down dimensions of employment fulfillment. This is on the grounds that representatives who see themselves as being overqualified, i.e. end up in an occupation underneath their desires, encounter a feeling of hardship prompting sentiments of disappointment. Maciel and Camargo [7], related over qualification to demeanors and practices in the workplace.

Maynard et al. [8] proposed that representatives who see themselves as overqualified have poorer employment mentalities and prosperity are bound to intentionally turnover and participate in progressively counterproductive work practices. Such representatives have negative practices coordinated towards other authoritative individuals that conceivably hurt an association and its partners. According to Saleh [9], job satisfaction is a feeling which is a function of the perceived relationship between all that one wants from his job/life and all that one perceives as offering or entailing. The emphasis here is on all that one wants, whether it is important for self-definition or not. According to Luthans [10], job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job and is the result of the employee's perception of how well the job provides those things which are viewed as important. According to Locke [11], job satisfaction is basically a compilation of attitudes about specific facets of the job. Employees can feel satisfied with some elements of the job while being concurrently dissatisfied with others. Diverse types of satisfaction will result into different intentions and behavior. Overall job

satisfaction is an amalgamation of the person's feeling towards the diverse facets of job satisfaction. Taylor [12] concluded that job satisfaction is directly linked to company's investment in employee's well being.

### 3. Data Collection

**Sampling:** The data for the present study was collected from around 500 persons from managerial and non-managerial staff of public sector banks from Jammu and Kashmir especially from J & K bank, Punjab national bank and state bank of India. The questionnaire was given to different bank employees with different age groups, gender, marital status and qualification. The demographic profile of different people who participated in filling the questionnaire has been shown in the Fig 2. The questionnaire was given to the employees via by hand and via soft copy. Some of the respondents filled the questionnaire manually and some respondents filled the questionnaire electronically by email.

### 4. Measurement of Job Satisfaction

In order to measure the job satisfaction a questionnaire was given to the respondents in which they were asked the following points (1) The job itself, (2) Degree of motivation for the job, (3) Career Opportunities, (4) Job security, (5) Innovation & Technology, (6) Kind of tasks required to be performed, (7) Extent of personal growth & development, (8) Participation in decision making, (9) Degree of skill utilization, (10) Organizational climate (11) Unfavorable job environment (12) Hectic work schedule (13) Monotonous work

The sample questionnaire has been shown in the Fig.1 below. Job satisfaction was measured using a five point scale. A single item on five-point rating scale ranging from highly dissatisfied to highly satisfied was taken.

S. No	Variable	Highly Dissatisfied (1)	Dissatisfied (2)	Somewhere satisfied (3)	Satisfied (4)	Highly Satisfied (5)
1	The job itself					

2	Motivation for the job					
3	Career Opportunities					
4	Security of Job					
5	Novelty & Technology					
6	Kind of tasks to be performed					
7	Personal growth & development					
8	Contribution in decision making					
9	Degree of expertise utilization					
10	Organizational climate					
11	Unfavorable job environment					
12	Hectic work schedule					
13	Monotonous work					

Fig. 1 Sample Questionnaire

Demographic Factor	Variable	Percent
<b>Age</b>	25 years and below	20.0
	25-30 years	53.3
	30-35 years	13.3
	35-40 years	6.7
	Above 40 years	6.7
<b>Gender</b>	Male	37.8
	Female	62.2
<b>Marital Status</b>	Married	67.7
	Single	32.3
<b>Qualification</b>	B.COM	41.3
	BTech/B.E/MBA/MTech/Other	32.7
	higher degree	
	B.A/BBA/Others	26

Fig.2 Demographic profile of respondents

Variables	Variables Codes	Mean	Standard Deviation
The job itself	<b>V1</b>	3.09	.89
Motivation for the job	<b>V2</b>	3.16	0.94
Career Opportunities	<b>V3</b>	3.1	.76
Security of Job	<b>V4</b>	4.1	1.16
Novelty & Technology	<b>V5</b>	3.13	.79
Kind of tasks to be performed	<b>V6</b>	2.59	1.45
Personal growth & development	<b>V7</b>	3.11	.67
Contribution in decision making	<b>V8</b>	3.11	1.01
Degree of expertise utilization	<b>V9</b>	2.78	.78
Organizational climate	<b>V10</b>	3.1	0.87
Unfavorable job environment	<b>V11</b>	3.5	0.77
Hectic work schedule	<b>V12</b>	2.1	0.99
Monotonous work	<b>V13</b>	2.3	1.03

Fig. 3 Mean and standard deviation

<b>S. No</b>	<b>Variable Codes</b>	<b>Satisfied (%)</b>	<b>Dissatisfied (%)</b>
<b>1</b>	<b>V1</b>	59%	41%
<b>2</b>	<b>V2</b>	60%	40%
<b>3</b>	<b>V3</b>	60%	40%
<b>4</b>	<b>V4</b>	79%	21%
<b>5</b>	<b>V5</b>	60%	40%
<b>6</b>	<b>V6</b>	51%	49%
<b>7</b>	<b>V7</b>	60%	40%
<b>8</b>	<b>V8</b>	60%	40%
<b>9</b>	<b>V9</b>	52%	48%
<b>10</b>	<b>V10</b>	60%	40%
<b>11</b>	<b>V11</b>	63%	37%
<b>12</b>	<b>V12</b>	45%	55%
<b>13</b>	<b>V13</b>	48%	52%
	<b>Average Satisfaction</b>	58%	42%

Fig. 4 Satisfaction Level related to different variables

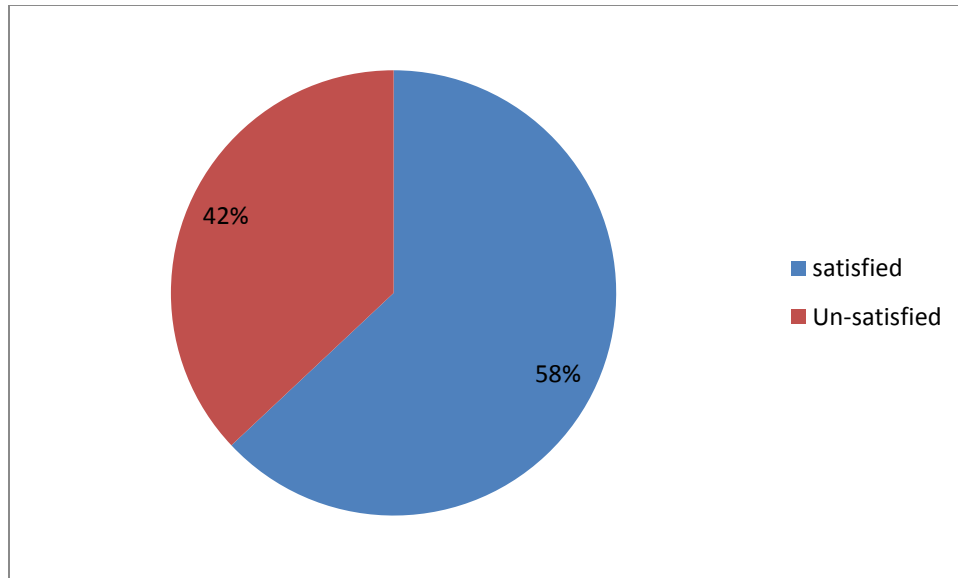


Fig. 5 Satisfaction Level

## 5. Conclusion & Future Scope

In this article a detailed study about effects of job boredom on job satisfaction among the bank employees of Jammu and Kashmir has been presented. A total of thirteen variables have been taken in order to measure the job satisfaction of bank employees of Jammu and Kashmir. From the Fig. 4 it can be concluded that for different variables the job satisfaction results are varying. The maximum job satisfaction is corresponding to the variable V4 and minimum job satisfaction is corresponding to the variable V12. The average job satisfaction is around 58% and the overall job dissatisfaction is around 42%.

## References

- [1] Barbalet, J. M. (1999). Boredom and social meaning. *British Journal of Sociology*, 50, 631-646.
- [2] Conrad, P. (1997). It's boring: Notes on the meanings of boredom in everyday life. *Qualitative Sociology*, 20, 465-475.



- [3] Poon, J.M., 2004. Effects of performance appraisal politics on job satisfaction and turnover intention. *Personnel review*, 33(3), pp.322-334.
- [4] Erdogan, B., Bauer, T.N., Peiró, J.M., & Truxillo, D.M. (2011) Overqualified employees: Making the best of a potentially bad situation for individuals and organizations. *Industrial and Organizational Psychology*, 4, 215-232.
- [5] Bashshur, M.R., Hernández, A., & Peiró, J.M. (2011). The impact of underemployment on individual and team performance. In D.C. Maynard & D.C. Feldman (Eds.), *Underemployment: Psychological, economic and social challenges* (pp. 187-214). New York, NY: Springer.
- [6] Liu, S., & Wang, M. (2012). Perceived over qualification: A review and recommendation for research and practice. *Research in Occupational Stress and Well-Being*, 10, 1-42.
- [7] Maciel, C. O., Camargo, C. The influence of the Overqualification and Learning on individuals' job Satisfaction. *Review of Business Management - RAC*, Rio de Janeiro, v. 17(2) pp. 218-238.
- [8] Maynard, D. C., & Parfyonova, N. M. (2013). Perceived over qualification and withdrawal behaviours: Examining the roles of job attitudes and work values. *Journal of Occupational and Organizational Psychology*, 86(3), 435-455.
- [9] Saleh S, 1981. "A structural view of job involvement and its differentiation from satisfaction and motivation". *International Review of Applied Psychology*, 30(1) pp 17-29.
- [10] Luthans F, 1989. *Organizational Behaviour*, New York, McGraw-Hill, 5th edition, pp 176-185, 264-283.
- [11] Locke E, 1976. "The nature and causes of job satisfaction" in *Handbook of Industrial and Organisational Psychology*, M Dunnette, ed, Chicago: Rand McNally, 1297-1350.
- [12] Taylor H, 2000. "The difference between exercisers and non-exercisers on work-related variables". *International Journal of Stress Management*, 7 (94), 307-309.