

*AN ASESMENT OF EMPLOYEE JOB SATISFACTION (IN CASE OF
WOLLKITEUINVERSIY COLLEGE OF BUSINESSANDECONOMICS
INSTRUCTOR)*



RESEARCH PAPER SUBMITTED TO DEPARTEMENT OF MANAGEMENT
PARTIAL FULFILLMENT OF THE REQUIREMENT FOR BACHELOR OF
ART DEGREE IN MANAGEMENT

WOLKITE UNIVERSITY
COLLEGE OF BUSINESS AND ECONOMICS
DEPARTMENT OF MANAGEMENT

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JUN 2019
WOLKITE, ETHIOPIA

Declaration

This research is our original work and has not been presented to any other institution or university. But we use secondary data for literature review that is made before.

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ACKNOWLEDGEMENT

First of all I would like to say thanks to Almighty GOD for his favor to me to complete this research Secondly I would like to express my sincere gratitude to my Advisor **MR.TADESS.G (MR)** for his unlimited support and significance advice wherever and when I need it from his throughout the preservation of the research. Thirdly I would like to thanks for all financial support and moral aid wherever I need them. Finally, I would like to thanks to Wolkite University College of business and economics instructors who give me the relevant information or data.

ABSTRACT

The research was conducted under the title assessment of employee job satisfaction in WKU CBE(in case of instructors).The main objective of the study was to assess' practice of instructors' job satisfaction at WKU CBE The primary data was gathered from CBE instructors by the means of questionnaires' with the concern of employee job satisfaction of instructors. The study would be taken 58 employees out of the total population that is 70 by using census techniques. The data collected from respondents were analyzed by descriptive method through percentage and tabulations. Based on the study the researcher concludes that the instructors were dissatisfied in the office arrangement, material, and other bad things of their collage. Number of women's instructors was very some in the collage and most of instructors were male and instructors were master's educational status. The study recommended that the instructor needs to satisfaction so give satisfaction by their job and motivating to facilitate teaching system in the collage. The study to fill the gap between the ideal concept of employee job satisfaction on instructor in the collage and the reality that implemented in wolkite university CBE.

Key words: *instructor, Job satisfaction, Job dissatisfaction*

Abbreviations

WKU	Wolkite University
BA	Bachelors of art
BEC	Business and economics collage
N	frequency
%	percentage
V. high	very high
V .low	very low

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CHAPTER ONE

1. INTRODUCTION

This study was about assessment of employee job satisfaction in case of business and economics instructors. This section elaborates the background of the study, statement of the Problem, objectives of the study, Research questions, Scope of study and Significance of the study ,limitation and organization of the paper would be discuss.

1.1. Back ground of the study

The feeling of overall satisfaction or dissatisfaction is a holistic feeling that is dependent on the intensity and frequency of positive and negative experiences (Cherrington, 1994).

Schermerhorn (1993) defines job satisfaction as an affective or emotional response towards various aspects of an employee's work. The author emphasizes that likely causes of job satisfaction include status, supervision, co-worker relationships, job content, remuneration and extrinsic rewards, promotion and physical conditions of the work environment, as well as organizational structure. Katzell (1964) in his theoretical treatment of job satisfaction recognizes it and argues that a given amount of expected actual discrepancy will produce different degree of satisfaction depending upon the importance attached by the individual. His basic formula takes importance into account by multiplying satisfaction by the importance ratings.

Approach is useful when the researcher wants to find out the possible effects of satisfaction or dissatisfaction (Kreitner and Kinicki, 1998).According to Taylor's (1911), job satisfaction is based on a most practical & essentially pessimistic philosophy that man is motivated by money. Hoppock 1933,as cited in Saiyadain, 1999) prior this period observed that job satisfaction is a combination of psychological, physiological & environmental circumstances that causes a person to say, "I am satisfied with my job". Such a description indicates the variety of variables that influence the satisfaction of the individual but tell us nothing about the nature of job satisfaction. Job satisfaction describes the feelings, attitudes or preferences of individuals regarding work. (Armstrong, 2009) defines job satisfaction as the attitudes and feelings people have about near work. Positive and favorable altitude towards the job indicates job satisfaction. While negative and unfavorable attitude indicate dissatisfaction. This study sought to determine assessment of factors employee job satisfaction among lecturers in Wolkite University especially in college of

business and economics. Generally job satisfaction is very important component to employees in any organization (Frank and Viscera, 2008). Many researchers have noticed the importance of job satisfaction on a variety of organizational variables (Charisma, 2002). Dissatisfied employees are likely to leave their jobs, thus understanding of employee's job satisfaction and its contributing variable are important for any organization to exist and prosper. Job satisfaction refers to a collection of feelings that an individual holds towards his or her job and dissatisfied with one or more aspect (Angokinki, 2001)

1.2. Statements of the problem

Instructors are key players in moving learning institutions to achieve their goals and objectives of students. Therefore instructors need motivation to enhance their level of job satisfaction in order to undertake their duty effectively and efficiently. The work place environment in a majority of organization is unsafe and unhealthy. These include poor work station design, unsuitable furniture, lack of ventilation, in appropriate lighting, excessive noise, insufficient safety measure in emergency and lack of personal Protective equipment's and instructor are prone to occupational disease. As suitability of instructors working increase satisfaction on their Job also increase (Banta Workie, 2006). The main purpose of this research will be tries to identify factors of employee job satisfaction that affect instructor's in the college of business and economics in Wolkite University.

Therefore, the researcher would conducted the study to fill the gap between the ideal concept of employee job satisfaction on instructor in the collage and the reality that implemented in wolkite university CBE. Through this study the organization would be get to know how its impact of employee job satisfaction greatly on the instructress's level of satisfaction. The researcher is analyze the importance of instructors job satisfaction in terms of increasing productivity, in reducing absenteeism, turnover, accident, in adjustment to environment. This study would help human resources consultants, managers, and policy makers to understand the satisfaction level of an instructor and what factor influence. Understanding of this phenomenon would support management.

1.3. Basic research question

The study guided by the following sub questions.

1. What is the effect of student on job satisfaction among instructor in college of business and economics?
2. What is the influence working environment in ob satisfaction among instructor in college of business and economics?
3. What is the influence of student on job satisfaction among instructor in college of business and economics?
4. Does monetary and nonmonetary rewards influences job satisfaction among instructor in college of business and economics?

1.4. Objective of the study

1.4.1. General Objective

The main objective of the study would be asses' instructors' job satisfaction at wolkite university business and Economics College.

1.4.2 Specific objectives

- 1 To establish effect of job satisfaction among instructors in college of business and economics is influenced by student discipline.
- 2 To determine the influence of work environment on job satisfaction among instructors in college of business and economics
- 3 To establish the influence of student school attendance rate on job satisfaction among instructors in college of business and economics.
- 4 To find whether job satisfaction among instructors in college of business and economics is influenced of monetary and non monetary rewards.

1.4. Significance of the study

The result of the study should help to improve instructor's job satisfaction on college of business and economics in Wolkite University. It is important to know the assess influence of job satisfaction and to understand the problem that might face on instructors job satisfaction by the college. It is important to identify the strength and weakness of the college in dealing with job

satisfaction of instructors and to provide information for other similar colleges and universities. The researcher would be to get BA degree and experience and the other researcher is to use this research as reference.

1.6. Scope of the study

This study principally focused on assesses job satisfaction among instructors in Wolkite University College of business and Economics. A cross sectional survey would also be used towards collecting a snapshot survey of the target population only for the year 2019(2011). The scope of study should limit to this collage. Even many problems are there in the college, but the problems related to assess job satisfaction is the major problem for the collage. So, the study would have focused on this problem.

1.7 Limitation of the study

The researcher should using maximum effort to make the study. But they face some limitations which are: Limited access of internet facility and how to use, the respondents' are not volunteers to fill questionnaires.

1.8 Organization the paper

The research paper would have five parts .The first introduction part deals with back ground, statement of the problem, objective of the study, significance of the study, scope of the study, limitation of the study. The second part deals with related literature review, the third part deals with the methodology of the study, the fourth part deals with about data presentation and analysis, fifth part deals with summary, conclusion, and recommendation of the study, references and appendixes also included.

CHAPTER TWO

LITERATURE REVIEW

2.1. Introduction

This literature review is aimed at providing more inclusive theoretical concepts on evaluating job satisfaction. The literature review section discuss about job satisfaction. Under this sub section issues like theories of job satisfaction, determinants job satisfaction, measurement of job satisfaction, and the effects of job satisfaction will addresses.

2.2. What is job satisfaction?

Job satisfaction is concerning one's thoughts or state-of-mind regarding the nature of their work. job satisfaction can be influenced by a variety of factors, for example pay practice, quality of one's relationship with their supervisor, quality of the physical environment in which they work (Tanjeen, 2011).

An attitude of great interest to managers and team leaders is job satisfaction. Job satisfaction reflects the extent to which individuals find fulfillment in their work. Job satisfaction is an affective or emotional response towards various facets of one's job. In other words, job satisfaction involves a person's positive or negative feelings about his or her job (Lisa & Timothy, 2004).

The most used definition of job satisfaction in organizational research is that of Locke (1980), who described job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences." Locke developed three important dimensions of job satisfaction.

They are as follows: Job satisfaction is an emotional response to a job situation. As such, it cannot be seen; it can only be inferred. Job satisfaction is often determined by how well outcomes meet or exceed expectations.

For example, if organizational participants feel that they are working much harder than other is in the department but are receiving fewer rewards, they will probably have a negative attitude toward the work, the boss, and/or co-workers and they will be dissatisfied. On the other hand, if they feel that they are being treated very well and are being paid equitably, they are likely to have a positive attitude toward the job, and then they will be job satisfied. Job satisfaction

represents several related attitudes Sowmya1 & Panchanatham,(2011) defined job satisfaction as how much employee's like or dislikes their work and the extent to which their expectations concerning work have been fulfilled. Understanding job satisfaction is critical to the success of an organization and continues to be a major topic of research interest.

Job satisfaction refers to a collection of opinions that an individual holds towards his or her job. A person with a high level of job satisfaction holds a positive feeling about the job, while a person who is dissatisfied with his/her job holds a negative feeling about the job (Langton & Robbins, 2006).Job satisfaction is simply how people impression about their jobs. it is the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs, it can also be a reflection of good treatment and an indicator of emotional well-being.

2.3. Theoretical Review

A. Herzberg and Job satisfaction

According to (Qasim, Cheema & Syed, 2012) provided that Herzberg's' two factor theory of job satisfaction describes that different factors combine to create job satisfaction and dissatisfaction among employee. Herzberg identified the factors as either motivators or hygiene factors. Motivators promote job satisfaction. They include achievement, responsibility, the work itself, recognition, and advancement/promotion.

Herzberg's motivation- hygiene theory refers to the relationship between job satisfaction and job dissatisfaction that are affected by motivators and/or hygiene factors. Herzberg states that motivation factors can create high levels of job satisfaction, although the lack of these factors does not guarantee job dissatisfaction.

In addition, hygiene factors can lead to dissatisfaction, but their absence does not guarantee satisfaction (Qasim, Cheema & Syed, 2012 factors do not directly lead to job satisfaction however; their absence may lead to job dissatisfaction Therefore, employers should seek ways of eliminating dissatisfaction resulting from hygiene factors and focus on improving the motivators in the work environment to increase job satisfaction

Motivator factors

As it is described above Herzberg's motivator factors include the work itself, recognition, advancement, and responsibility. These factors are related to an individual's positive feelings

about the job and to the content of the job itself. According to (Qasim,Cheema& Syed, 2012) these positive feelings, in turn, are associated with the individual's experiences of achievement, recognition, and responsibility. As a result, motivators are referred as intrinsic factors; hence, they reflect lasting rather than temporary achievement in the work setting. Intrinsic factors are directly related to the job and are largely internal to the individual (Qasim,Cheema & Syed, 2012).

Hygiene factors

Herzberg's' hygiene factors as described above include company policy and administration, technical supervision, salary, fringe benefits, working conditions, job security, and interpersonal relations.(Qasim,Cheema& syed,2012) stated that hygiene factors are extrinsic factors or factors external to the job because of hygiene factors are associated with an individual's negative feelings about the job and are related to the environment in which the job is performed. They serve as rewards for high performance only if the organization recognizes high performance. However, Herzberg's also emphasizes that it is important to understand that those factors that lead to job satisfaction are not the same as those factors that lead to job dissatisfaction

B. Locke's theory on job satisfaction

Initially Locke's job satisfaction theory is developed by criticizing Herzberg's' theory of job satisfaction. After criticizing Herzberg's' work, Locke continued with his theory on values, agent/event factors, and finally an adjusted view of job satisfaction.

The two basic points in which Locke's criticize Herzberg's two-factor theory are summarized in brief as follows; the first is that job satisfaction and dissatisfaction result from different causes. the second point is that two-factor theory is parallel to the dual theory of man's needs, which states that physical needs (like those of animals) work in conjunction with hygiene factors, and psychological needs or growth needs (unique to humans) work alongside motivators. (Tietjen & Myers,1998).the point of Locke's criticisms is the concept of mind-body dichotomy, unidirectional operation of needs, lack of parallel between man's needs and the motivation and hygiene factors, incident classification system, defensiveness, the use of frequency data and denial of individual differences.

As values are a point at which Locke's theory of job satisfaction begins to separate from the theory of Herzberg, so too are agent and event factors a source of divergence between the two theorists.

The comparison of needs and values by Locke is described as follows. Primarily Locke refers needs as innate, a priori, and the same for all humans. Locke mentioned that needs are objective: they exist apart from knowledge of the needs confront man and require action. Locke refers values to be acquired and posterior. Locke added that values are unique to the individual, and values are subjective: they are acquired through conscious and sub-conscious means; values ultimately determine choice and emotional reaction (Tietjen & Myers, 1998).

2.4. Empirical review

Research conducted by Tanjeen (2012) indicates most employees are satisfied with their job. The variables that lead to higher level of satisfaction are conducive working conditions, pay, job security, and relationship with co-worker.

The study was conducted the collage of business and economics instructors of wolkite university. The recommendations from this study were dean should give some sort of autonomy and decision making power to instructor. And another recommendation from this study was, the collage should also provide necessary equipment's for instructors to perform their job effectively and efficiently.

Another suggestion made was dean should recognize the efforts of instructor and appreciate the valuable performance to the organization. Another research conducted by concludes that among four factors (working condition, remuneration, promotion and fairness) working condition is the one with the heights level of satisfaction. A research by Mahamuda and Nurul, (2011) was on factors influencing job satisfaction of pharmaceutical sector employees. The purpose of the study was to measure satisfaction level of instructor and to identify factors that improve instructors' satisfaction. The results suggest that the factors had satisfactorily explained job satisfaction and that the policy makers and deans should focus on the factors that affect instructors job satisfaction, if they want to enhance their businesses. based on the results for the standardized values, the researchers were able to see that work conditions, fairness, promotion, and pay, are key factors affecting pharmaceuticals companies employees' job satisfaction.

2.5. Measure of job satisfaction

A popular measure of job satisfaction used by organizations is measures of the five facets of job satisfaction: pay, security, social, supervisory, and growth satisfaction. The sources of job satisfaction and dissatisfaction vary from person to person Aziri ,(2011).

According to Aziri,(2011), Minnesota satisfaction questionnaire and job description index are described as the most commonly used techniques for measuring job satisfaction. The Minnesota satisfaction questionnaire measures twenty features of work, which can easily be responded by respondents in a paper-pencil type of a questionnaire. The Minnesota satisfaction questionnaire can be implemented both individually and in-group. The job description index is one of the most widely used techniques for measuring job satisfaction. It is a simple and easily applicable method. The measurement of strength and weakness within each determinants are a sign as in which field improvement and changes are necessary (Aziri ,2011). This questionnaire allows acquisition of information on all major aspects of work and considers sex differences. The determinants considered by the job description index are the nature of work, compensation and benefits, attitudes toward supervisors, relations with co-workers and opportunities for promotion. The employees can evaluate descriptors on each of the five determinants with three potential options: one, which means that the description is relevant, two, which means that the description is not relevant, and 3 that means that the employee does not have an opinion (Aziri , 2011).

2.6. Job satisfaction and its effects

Many researchers have studied the importance of enhancing job satisfaction and it is discussed in different literatures. The effect of job satisfaction is linked with vital organizational elements. The most important effect of job satisfactions includes its effect on absenteeism, turnover, organizational citizenship behavior (OCB)

A. Job satisfaction and absenteeism

Robbins (2005), states that there is consistent negative relationship between job satisfaction and absenteeism, but the correlation is moderate. Absenteeism caused by low job satisfaction is consistent with both the involuntary and voluntary absence schools.

B. Job satisfaction and turnover

According to Locke (1980), there is a moderate negative relationship between job satisfaction and turnover. He also emphasized the importance of job satisfaction by its relation to turnover by considering that the effect of turnover can go as far as to be very costly and also disrupting the organization's continuity.

C. Job satisfaction and productivity

According to Robbins (2005) at the individual level satisfaction and productivity are slightly related. However, he stated that when satisfaction and productivity data are gathered for the organization as a whole, rather than at the individual level, it is found that organizations with more satisfied workers tend to be more effective than organizations with fewer satisfied employees. They concluded that happy organizations are more productive.

D. Job satisfaction and organizational citizenship behavior

According to Robbins (2005), satisfied employees would seem more likely to talk positively about the organization, help others, and go beyond the normal expectations in their job. In addition to this, satisfied employees are expected to go beyond the call of duty in order to reciprocate their positive experience. Examples of such behavior include helping colleagues with their workloads, taking only limited breaks, and alerting others to work-related problems.

2.7. Employee dissatisfaction

Langton & Robbins (2006) provided that the tendency of dissatisfied employees is generally to try to improve conditions, including suggesting improvements, discussing problems with superiors, and some forms of union activity. According to Robbins (2005) employees will passively but optimistically wait for conditions to improve, including speaking up for the organization in the face of external criticism and trusting the organization and its management to do the right thing. Finally, neglect, which is passively allowing conditions to worsen, including chronic absenteeism or lateness, reduced effort, and increased error rate is another way of determining dissatisfaction by employees.

2.8 Determinants of job satisfaction

Working condition: According to Arnold and Feldman (1996) factors such as working hours, temperature, ventilation, noise, hygiene, lighting, and resources are all part of working

conditions. Negative performance will be provoked by poor working conditions since employees job demand mentally and physically tranquility. Moreover, they (ibid) warned that if working conditions are two extreme ends i.e. either too favorable or too extreme, this could be taken for granted or ignored by most employees. **Autonomy:** autonomy refers to the degree of freedom that workers have in their work. It means the level of control employees have timing and scheduling their work activities. Mahamuda &Nurul.(2011).

Job security: job security is another very important factor that may affect employee job satisfaction. Employees will often feel more secure if they believe they will not get fired. Mahamuda &Nurul.(2011).

Relationship with co-workers:- every employee seeks to be treated with respect by those they work with. If employees are in touch with supportive colleagues or peer, they can do their performance in a better and comfortable way. Mahamuda &Nurul (2011).Relationship with superior: employees need to know their superior's door is always for them to discuss any issues to do their jobs effectively. Mahamuda &Nurul (2011).

Salary: - one of the most important factors that affect job satisfaction is salary. Companies need to have an instrument in place to assess employee performance and provide salary increases. Prospect to earn special incentives, such as bonuses, extra paid time off or vacations also bring stimulation and higher job satisfaction. There is no doubt that monetary rewards play a very influential role in determining job satisfaction. Individuals have infinite needs and money provides the means to satisfy these needs. However, there is no such empirical evidence that asserts that pay alone improves worker satisfaction or reduces dissatisfaction, Arnold and Feldman in (Qasim, cheema and Syed 2012).

Career advancement or growth:- if employees see a path available to move up the position in the company they would be more satisfied with their existing job. Organization can perused employees to learn sophisticated skills or to demonstrate them what they need to in order to be on a path to progression in said the organization. Mahamuda and Nurul (2011).

2.9 Conceptual framework

The study measured the already identified factors. This study assessed the factors that affect job satisfaction of instructor in collage of business and economics in worksite university. The study investigates working condition, freedom, or autonomy, job security, relationship with co-workers, relationship with superior, benefit, compensation, and career advancement and growth variables. For this study, we adopted the model below from the research entitled “Study of Evaluating the determinants of Job satisfaction in Pakistan” by Mehamood, Irum, Ahmed & Sultan 2012.

The illustration below shows the relationship between the determinants of job satisfaction and the job satisfaction. the purpose of this study is to investigate how much each of the individual Determinants determine the job satisfaction of instructor of CBE, it was necessary to show the direction of investigation goes from job satisfaction to the individual determinants. Job satisfaction is generally composed of different determinants. For this study, the researcher selected seven Determinants, investigated, and analyzed the satisfaction level in relation to each individual determinant. By Evaluating each determinant, it can be well understood which Determinant have more impact on the level of job satisfaction. For this reason, the researcher put the illustration to focus on individual determinants.

2.10. The influence of different variables on job satisfaction

2.10.1 The influence of students discipline on job satisfaction

Factors related to general classroom experiences interactions with students and school climate are known to be institutional in nature and associated with job satisfaction and career commitment. Lobopsco and Newman /1992/ report that the level of job satisfaction expressed by teachers has been linked to their perception on their students.

Kotkamp, proven 20 and Cohn,(1986) emphasize that teachers have strong preference about the types of they like to teach. The group surveyed also stated preference for students who are hard working and respectful. Plax, (1986) contends that teacher satisfaction is a function of effective student management ability. Discipline of the student therefore accounts significantly towards teacher’s job satisfaction. A gender perspective also implies analyzing of the organizational practices that maintain the division of labor between the sexes (J Mullins, 2002). . Most managers believe that adequate pay and job satisfaction positively affect employee performance

and output. Therefore, it is important for a manager to understand some key determinants of compensation with regard to worker satisfaction (Franklin, 2004).

2.10.2 The influence of work environment on job satisfaction

Working conditions play a very pertinent role in influencing job satisfaction. Streeter (1991), Sicha (2005), asserts that general working conditions have found to be of cardinal importance in determining employee job satisfaction.

Some employees did work for a different business for a time and were welcomed back, often under better conditions than before. Most feel their jobs are secure, which is a source of job satisfaction. Vera Bitsch and Michael Hogberg (2004).

Therefore, work place must be in normal condition allowing instructor to do their job properly. But it is not hardworking employees who can find job elsewhere leave from the organization.

2.10.3 The influence of student school attendance on job satisfaction

Students' regular attendance to school program is significant in determining the consistency of knowledge acquisition when gaps are common because of absenteeism learning is interrupted. Consequently interfering with the academic performance students not doing well can be a source of teacher job dissatisfaction morale goes down significantly.

According to Simmons (1980) poverty is a major reason why students may leave school before completion poor parents may discourage their children from attending school regularly because of lack of funds to pay fees.

2.10.4. The influence of monetary and non-monetary rewards on job satisfaction

Lecturers are arguably the most important group of professionals for the nation's future. Accordingly lecturers need reward for their work or accomplishment of work. Therefore in order to be lecturers satisfied the researcher will give monetary reward like salary, bonus, and incentives and non-monetary rewards such as reorganization, advancement opportunities. Generally rewards a significant influence on job satisfaction of lecturers.

CHAPTER THREE

3. Research Methodology and design

3.1. Research Design

The researcher used descriptive research design. Therefore it is suitable to describe and analyze the assessment of job satisfaction in case of Wolkite University College of business and economics instructor. This research would be conducted by descriptive survey research design to obtain information both quantitative and qualitative that would describe the existing phenomena in undertaking on the titles of the assessment of job satisfaction on college of business and economics in Wolkite University.

3.2. Study area

The study should be conducted in Wolkite University on college of business and economics.

3.3. Target population

Target populations for the study were instructors of Wolkite University particularly in college of business and economics.

Institution/Board/ Department	BA		Masters		PhD		Specialty		Sub-Specialty		Others		Grand Total		
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	male	female	total
Accounting	9	1	15	1	1	-	-	-	-	-	-	-	25	2	27
Economics	1	-	11	1	1	-	-	-	-	-	-	-	13	1	14
Management	-	1	19	1	-	-	-	-	-	-	-	-	19	2	21
Marketing	1	-	5	2	-	-	-	-	-	-	-	-	6	2	8

3.4. Sampling technique

This study has been apply a census sampling technique because the instructor were below one hundred (100) and data is gathered on every number of the instructor, so the researcher would be use the census study method. Because A Complete enumeration of all items (70) in the population and to accomplish the study the researcher would use census data collection this is preferred because it provides the possibility of examining the entire population and acquiring information in small confide place. The study adopted questionnaire as the main source of data and would use also primary and secondary data.

3.5. Data collection technique

The researchers would be collected the data from primary and secondary sources. The primary source of data is collected through questionnaires from respondents close ended and may be use open ended questionnaires. The secondary data is collected from different like book and Internet.

3.6. Source of Data

The sources of data are both primary and secondary source. The primary source is collected through questionnaires from respondent whereas; the secondary source of data is collected from different written documents, book and Internet. The researchers more focused on the primary and secondary source of data that is through questionnaires like, (close ended and may be open ended questionnaires).

3.7. Data Analysis and Interpretation

The researcher is process and analyzed the data after collocated the data from the respondents. The researcher would be analyzed and interprets the data by using statistical tools like table, percentage. The analysis and interpretation of the data are accomplished by using descriptive technique. The total respondents in this study are 70 and the researcher is distributed for all 70 instructors in business and economics collage of Wolkite University and then would collect and interpret based on the respondents answer.

3.8. Ethical considerations

Based on sensitivity of issues under study, the researcher keeps confidential both key information and the study population information. In addition, works taken from other authors are clearly acknowledged in every part of the study

CHAPTER FOUR

4. DATA PRESENTATION, ANALYSIS AND INTERPERATATION

4.1. INTRODUCTION

This chapter deals with the analysis and interpretation of collected data from the respondent who is instructor's collage of business and economics. As introductory part, from the total of 70 instructors the researcher take populations of 70 instructors through the use of census the researcher distribute questionnaires to collect relevant information which helps for the study. Out of 70 questionnaires distributed out of this 58 questionnaires were returned and 13 questionnaire were not returned because same respondents were not voluntary to fill, same respondents also not get own office.

4.2. Personal information of the respondent

The first part of the questionnaires consists of Demographic information of the respondent participant. This part of questionnaires related a limited amount of information related to personal and professional demographic characteristics of the respondent .accordingly, the following variable about the respondent were summarized table. These variables include gender, age, marital status and educational level.

Table 4.1 summary of the number and percentage of respondent of gender

No	Item		N	%
1	Gender	Male	52	91.23
		Female	5	8.77
		Total	57	100

Source: Compiled from questionnaires 2019

Show From the above table total respondents, 57(91.23%) are male and 5(8.77%) are female. This shows that the majority of the organization instructors are male and shortage of female instructors, so solve the shortage of female instructors by means of motivate female students (Give affirmative action, tutorial, and participation, motivate to attending school regularly because of lack of fund so give material support or to pay fees if parents may be poor).

Table 4.2 Ages

No	Item	N	%	Cf	
2	Age	23-30years	33	57.9	33
		31-38 years	22	38.6	55
		39-46years	2	3.5	57
		47-54 years	-	-	
		55-62	-	-	
		Total	57	100	

Source: Compiled from questionnaires2019

Concerning the age composition of the total participants, 33 of the participant were at the age group of 23-30 years or less than 30 years,55respondants are age group of 31-38 or less than 38 years ,2 respondents are at the age group of 39-46 years or all 57 respondents are less than 46 years or all respondents were between 23-46and 47-54,55-62 years has no participant. This indicated that most respondents are the age of young instructors so that have attractive future, prospect and productive for this collage.

Table 4.3 marital status

No	Tem		N	%
3	Marital status	Single	37	64.91
		Married	20	35.1
		Widowed	-	-
		Divorced	-	-
		Total	57	100

Source: Compiled from questionnaires 2019

With regarding marital status of the respondents out of the total respondent57, 37(64.91%) were single, 20(35.1%) were mired and there is no divorced and widowed.

Table 4.4 Educational level

No	Item		N	%
4	Educational level	Bachelor's degree	13	22.8
		Master's degree	44	77.19
		Other (specify)	-	-
		Total	57	100

Source: Compiled from questionnaires 2019

With regard to the levels of education the above table shows that from the total 57, 13(22.8%) of respondent educational level were bachelor degree, 44 (77.2 %) of respondents were masters degree from the total respondent. this show that most respondents were masters degree that means more experienced so the student has get good and better knowledge from their instructors.

4.3. QUESTION RELATED TO THE STUDY (JOB SATISFACTION)

How much do you rate the following factors on your job satisfaction?

Question related to the study

How much do you rate the following factors on your job satisfaction?

Table 4.5 Student performance

No	Item		N	%
5	Student performance	V .high	11	19.3
		High	9	15.78
		Moderate	27	47.36
		Low	8	14.03
		v .low	2	3.51
		Total	57	100

Source: Compiled from questionnaire 2019

The above table shows that from the total 57 respondent 11(19.3%) of the respondent said that very high, 9(15.78%) of respondent said that high, 27 (47.36%) of respondent said that moderate, 8 (14.03%) respondent said that low and, 2(3.51%) of respondent said that vary low.

The researcher generalized the respondent's response as follows most of the student performance are moderate.

Table4.6 Student class participation

NO	Item		N	%
6	Student class participation	V .high	10	17.54
		High	13	22.8
		Moderate	21	36.84
		Low	11	19.3
		v .low	2	3.5
		Total	57	100

Source Compiled from questionnaires 2019

The above table show that from the total 57 participants 10(17.54%) of respondents said very high, 13(22.8%) said high, 21(36.84%) of respondents said moderate, 11(19.3%) said low and 2(3.5%) of respondents said vary low. The researcher generalize the respondent's as follow most of student class participation are moderate.

Table 4. 7 Office material

NO	Item		N	%
7	Office material	v.High	10	18.86
		High	11	20.75
		Moderate	17	32.07
		Low	9	17.08
		v .low	6	11.32
		Total	53	100

source: Compiled from questionnaires 2019

The above table show hate from the total respondent 10(18.86%) of respondent said vary high, 11(20.75%) of respondent said high, 17(32.07%) of the respondent said moderate, 9(17.08%) said low and 6 (11.32) said that vary low.The researcher generalize the respondent's as follow most of office material are moderate.

Table 4. 8 Organizational commitment

No	Item		N	%
8	Organizational commitment	v. high	10	17.54
		High	18	31.57
		Moderate	21	36.84
		Low	5	8.77
		v .low	3	5.26
		Total	57	100

Source: Compiled from questionnaires 2019

The above table depicts 10 (17.54%) of the total respondent said vary high, 18 (31.57%) of respondents said that high, 21(36.84%) of respondents said moderate, 5(8.77%) of respondents said low and 3(5.26%) said vary low. The researcher generalize the respondent's as follow most of organizational commitment are moderate.

Table 4.9 Organizational communication

No	Item	N	%	
9	Organizational communication	v. high	8	14.08
		High	19	33.33
		Moderate	25	43.85
		Low	4	7.01
		v .low	1	1.75
		Total	55	100

Source: Compiled from questionnaires 2019

The above table depicts 8(14.08%) of the total respondents said that very high, 19(33.33%) of respondents said high, 25(43.85%) of respondents said that moderate, 4(7.01%) Of respondents said low and 1(1.75%) of the respondents side that vary low. The researcher generalize the respondent's as follow most of organizational communication are moderate.

Table 4.10 Retention of students in attending school

No	Item	N	%	
10	Retention of students in attending school	v. High	10	17.54
		High	17	29.82
		Moderate	25	43.85
		Low	4	7.01
		v .low	1	1.75
		Total	55	100

Source: Compiled from questionnaires 2019

The above table depict that 10(17.54%) of the total respondent side vary high, 17(29.82%) said that high, 25(43.85%) of respondent side moderate, 4(7.01%) of respondent said low and 1(1.75%) of respondent said vary low. The researcher generalize the respondent's as follow most of retention of student in attending school are moderate.

Table 4.11 Performance of student in attending school

No	Item		N	%
11	Performance of student in attending school	v. high	11	19.3
		High	19	33.33
		Moderate	24	42.1
		Low	3	5.26
		v. low	-	-
		Total	57	100

Source: Compiled from questionnaires 2019

The above table depict that 11(19.3%) of the total respondent side vary high, 19(33.33%) said that high, 24(42.1%) of respondent side moderate, 3(5.26%) of respondent said low and there is no say very low of respondent said vary low. The researcher generalize the respondent's as follow most of performance of student in attending school are moderate.

Table 4. 12 Salary

No	Item		N	%
12	Salary	v. high	5	9.62
		High	8	15.38
		Moderate	18	34.61
		Low	17	32.7
		v .low	4	7.7
		Total	52	100

Source: Compiled from questionnaires 2019

The above table depict that 5(9.62%) of the total respondent side vary high, 8(15.38%) said that high, 18(34.61%) of respondent side moderate, 17(32.7%) of respondent said low and 4(7.7%) of respondent said vary low. The researcher generalize the respondent's as follow most of salary are moderate.

Table 4..13 Bonus

NO	Item	N	%	
13	Bonus	v. high	2	3.77
		High	3	5.66
		Moderate	6	11.32
		Low	8	15.1
		v .low	26	49.05
		No	8	15.1
		Total	55	100

Source: Compiled from questionnaires 2019

The above table show that from the total 55 participants 2(3.77%) of respondents said very high, 3(5.66%) said high, 6(11.32%) said moderate, 8(15.1%) said low, 26(49.05%) of respondents said vary low and 8(15.1%) of respondent said no bonus.The researcher generalize the respondent's as follow most of bones are very low.

Table 4. 14 recognition

No	Item	N	%	
14	Recognition	v. high	5	9.43
		Moderate	5	9.43
		Low	20	37.73
		v .low	18	34
		v .low	5	9.43
		Total	53	100

Source: Compiled from questionnaires 2019

The above table show that from the total 53 participants 5(9.43%) of respondents said very high, 5(9.43%) said high, 20(37.73%) said moderate, 18(34%) said low and 5(9.43%) of respondents said vary low. The researcher generalize the respondent's as follow most of recognition are low.

Table 4.15 is there any in flounce of work environment on job satisfaction among instructor of the college?

No	Item		N	%
15	Is there any in flounce of work environment on job satisfaction among instructor of the college?	Yes	29	56.86
		No	22	43.13
		Total	51	100

Source: Compiled from questionnaires 2019

As it is indicated from the above table 29(56.86%) of respondent said that there is influence of work environment on job satisfaction among instructors of the college. were as 22(43.13) of the respondent said that there is no any influence of work environment on job satisfaction among instructors of the college.

Some are respondent side that no and most participant said that yes.

because poetics, lack of resource management ,stability ,security culture affect, facility and place of work ,leader ship problem, ether condition ,disturbance around class, no formal communication, in personal there are bad working environment created through they are not too mach there is shortage of supplementary and basic teaching materials, lack of computer ,weather conditions distance of work place ,office arrangement and number of officers, social environments not good ,there is work load specially on teaching over class and shortage of time ,limited salary and interest, availability of resource.

Table 4.16 is job satisfaction among instructors of the college is influenced by monetary and non monetary reward?

No	Item		N	Percentage
16	Is job satisfaction among instructors of the college is influenced by monetary and non-monetary reward?	Yes	42	73.68
		No	15	26.3
		Total	57	99.98

Source: Compiled from questionnaires 2019

As it indicated from the above table 42(73.68%) of respondents said that there is influenced by monetary and non-monetary reward. Whereas 15(26.3) of the respondent said that there is no any influenced by monetary and non-monetary rewired. Most respondents side that yes.

CHAPTER FIVE

5. CONCLUSION AND RECOMMENDATIONS

This part revealed the major findings from the study on problem and effectiveness of instructors' job satisfaction in Wolaita University College of business and economics. Solve the problems of job satisfaction to conduct this research unstructured questionnaires, primary and secondary data were used. This survey indicated that male instructors are far better than female most of the instructors of this college were master's degree. The number of these instructors is increasing from time to time, particularly because of the problem of the college and attention given for the growth of the college. The finding indicated that there is a lot of problem about the college to maintain them.

5.1. CONCLUSION

The researcher finally comes with the following conclusion based on the findings regarding the problem of job satisfaction of instructors in college of business and economics. The study has assessed the problem of job satisfaction in Wolaita University College of business and economics. The finding is effectiveness of instructors on the college. Based on the analysis made in the fourth chapter the researcher concludes the following major problem.

According to open ended question politics, lack of resource management, stability, security culture affect, facility and place of work, leadership problem, other condition, disturbance around class, no formal communication, in personal there are bad working environment created through they are not too much there is shortage of supplementary and basic teaching materials, lack of computer, weather conditions distance of work place, office arrangement and number of officers, social environments not good, there is work load specially on teaching over class and shortage of time, limited salary and interest, availability of resource. Majority of respondents mentioned that the system of job satisfaction has not been successful and is not able to achieve required objective in the college.

This shows that the majority of the organization instructors are male and shortage of female instructors, so solve the shortage of female instructors by means of motivate female students.

This indicated that most respondents are the age of young instructors so that have attractive future prospect and productive for this college. The researcher generalizes the respondents as

follow most of organizational commitment are moderate. The researcher generalizes the most respondent's as follow bones are very low. The researcher generalize the respondent's as follow most of recognition are low.

5.2. RECOMMENDATION

On the base of finding and conclusion reached the following recommendation were forward in order to improve the job satisfaction on wolkite university collage of business and economics.

It is better to have good communication on the instructor.

The instructor needs to satisfy their job and motivating teaching.

It is batter to success the teaching learning process and enables to achieve the required objective.

This shows that the majority of the organization instructors are male and shortage of female instructors, so solve the shortage of female instructors by means of motivate female students(Give affirmative action, tutorial, and participate, motivate to attending school regularly Because of lack of fund so give material support or to pay fees if parents may be poor).

To solve the problem of lack of resource management ,stability ,security culture affect, facility and place of work ,leader ship problem, disturbance around class, no formal communication, in personal there are bad working environment created through they are not too mach there is shortage of supplementary and basic teaching materials, lack of computer ,weather conditions distance of work place ,office arrangement and number of officers, social environments not good ,there is work load specially on teaching over class and shortage of time ,limited salary and interest, availability of resource,

In general wolkite University College of business and economics need to conduct instructors teaching process in a way that satisfy their entire instructor. So, solve the shortage of female instructors by means of motivate female students (Give affirmative action, tutorial, and participate, motivate to attending school regularly because of lack of fund so give material support or to pay fees if parents may be poor).

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APPENDIX

Dear Respondents I am a student at Wolkite University pursuing bachelor degree in management and caring out research on “an assessemeant of instructors’ job satisfaction among college of business and economics in Wolkite University. I am requesting for your assistance.

Part A

The following questions concern your position and other personal information you are requested to complete this part without fear of disclosure of individual data. Confendtiaility is assured please. Do not write your Name in this questionnaire. Tick “X” for the answer of questions

1. Gender;

Male

Female

2. Age

Below 25 years

26-35 Years

36-45 years

46-55years

Over 55 years

3. Marital status

Single

Married

Widowed

Divorced

4. Education level

Bachelor’s Degree

Master’s Degree

Other: (specify) _____

Part B

QUESTIONS RELATED TO STUDY

DEAR INSTRUCTORE

How much do you rate the following factors on your job satisfaction?

Please tick only (x) for the answer of the questions.

No. Factors

Rate

Very high high moderate low very low

- | | | | | | |
|--|-------|-------|-------|-------|-------|
| 1. Students Performance | ----- | ----- | ----- | ----- | ----- |
| 2. Students class participation | ----- | ----- | ----- | ----- | ----- |
| 3. Office Materials | ----- | ----- | ----- | ----- | ----- |
| 4. Organizational commitment | ----- | ----- | ----- | ----- | ----- |
| 5. Organizational communication | ----- | ----- | ----- | ----- | ----- |
| 6. Retention of students in attending school | ----- | ----- | ----- | ----- | ----- |
| 7. Performance of students in attending school | ----- | ----- | ----- | ----- | ----- |
| 8. Salary | ----- | ----- | ----- | ----- | ----- |
| 9. Bonus | ----- | ----- | ----- | ----- | ----- |
| 10. Recognition | ----- | ----- | ----- | ----- | ----- |

11 is there any influence of work environment on job satisfaction among instructors of the college?

A yes

B no

12 if yes please specify?-----
-----.

13 are job satisfaction among instructors of the college is influenced by monetary and non-monetary rewards?

A yes

B no