

AN EMPIRICAL STUDY ON JOB SATISFACTION OF WOMAN EMPLOYEES IN AVIATION SECURITY IN CHENNAI AIRPORT

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ABSTRACT:

This project deals with this study to determine woman employees' job satisfaction in aviation security department of private airlines in Chennai Airport. Important factors that have an impact on job satisfaction are relationship with co-workers, present pay, nature of work, supervision, opportunities for promotion and organizational culture. Data for this study was collected from employees of private airline companies working in aviation security department in Chennai airport. Level of employees' job satisfaction is determined the descriptive analysis. Independent-sample test was utilized to empirically test employees' job satisfaction. The result shows that the satisfaction level of woman employees' at various aviation security department in various private airlines in Chennai airport.

KEY WORDS: Airlines, Aviation Security, Job Satisfaction, Woman Employee, Chennai Airport

INTRODUCTION

Much of both internal and external research on job satisfaction has been based on the explicit assumptions that: (a) satisfaction is a potential determinant of absenteeism, turn-over, in-role job performance (i.e., behaviors specified in the job description), and extra-role behaviors (i.e., discretionary helping behaviors intended to aid the organization), and (b) the primary antecedents of job attitudes are within management's ability to influence. Angle & Perry, 1983 explained that Accompanying the latter assumption has been a notion that managers should perhaps employ different strategies to promote satisfaction among men and women, because organizational issues are

supposedly differentially relevant to men and women in the development of their job satisfaction. In addition, women in management also appear to be relegated to non-strategic career paths (such as administration) rather than in line functions that lead to the top. Not surprisingly, some studies show that women tend to feel less empowered than men because they typically assume less powerful positions in organizations. Western studies of airlines have highlighted the important role that organizational culture, shaped by both formal and informal rules that on the surface appear neutral, often plays in shaping and sustaining gendered stereotypes and practices and aviation security on job satisfaction. Acker, (1990) et al. explained that. In the West, for example, formal organizational rules in the past excluded women from training as commercial airline pilots aviation securities, commercial department. However, even when allowed to enter this exclusively male occupation, informal rules or stereotypes have continued to operate indirectly, to the detriment of women. Exclusively female in all airlines relating to aviation security, which did provide women with opportunities for promotion to supervisory level. The emphasis on youth and appearance as key qualifications for the job, however, meant careers were time limited. In other roles, not exclusively, but predominantly female, women also talked of limited opportunities. Females in aviation security department and back office staff in security department felt few training schemes and long-term career development plans were available. A manager in the HR Department in Chennai Airport acknowledged that there were fewer women at senior management levels and in non-front line roles, but saw this as 'inevitable' because of 'the male character' of these jobs. One factor, cited by more than half of interviewees' in

security as influencing career aspirations, was the male-dominated organizational culture.

REVIEW OF LITERATURE

Hoppock,(2019)	□Hoppock defined job satisfaction as any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job (Hoppock, 2019). According to this approach although job satisfaction is under the influence of many external factors, it remains something internal that has to do with the way how the employee feels. That is job satisfaction presents a set of factors that cause a feeling of satisfaction.
□Mullins, (2018)	Job satisfaction is a complex and multifaceted concept which can mean different things to different people. Job satisfaction is usually linked with motivation, but the nature of this relationship is not clear. Satisfaction is not the same as motivation. Job satisfaction is more of an attitude, an internal state. It could,for example,be associated with a personal feeling of achievement, either quantitative or qualitative
Veisten et al. (2019)	Adopting a risk-based airport security process whereby passengers apply online to be prequalified for different levels of screening. After background checks, most of those classified as low risk will then go through reduced screening at checkpoints while a random sample goes through detailed screening. A variation of these approaches is already used in the US by the Transportation Security Administration (TSA) “based upon presumed difference in risk levels for passengers”
Babu et al. (2016)	Among the few studies on airport security screening and traveler experience is that of who suggest that airline passengers should be classified into different groups, for example by putting different color codes on their boarding passes to signal their threat probability levels, and then varying the number of checks for each group. They argue that their approach is beneficial when the threat probability is constant for all passengers.
Cox et al. (2018)	Travelers presumed as posing security risks are sent to different check stations and subjected to detailed body searches and pat downs. Since it is difficult to know with certainty the individuals who pose the most risk, this approach has the undesirable effect of subjecting wrong people to excessive searches also note another risk, which is that terrorists may modify or adapt their activities to existing security efforts making their detection difficult.
O’Malley (2016)	They may change their tactics by recruiting people who do not meet existing profiles resulting in missing those who should be subjected to extensive searches
Gkritza et al. (2016)	Using U.S. data for 2002 and 2003,found that in both years waiting times at security screening checkpoints were significant determinants of passenger satisfaction.
McLay et al. (2015)	Referencing Barnett (2011) and Chakrabarti and Strauss (2012), also note that passengers can defeat such a system through trial and error.

	<p>These suggest that perhaps a rule-based approach which accords everyone the same degree of risk and scrutiny (O'Malley,2016) be used or as Garrick (2014) suggests, focusing on actions with bigger payoffs such as using technology to speed up passenger screening, controlling personnel access to aircrafts, and reducing missile attacks.</p>
<p>Garrick (2014)</p>	<p>Around the same time as Garrick (2014) made his suggestions, the TSA introduced more advanced screening equipment and improved employee training to shorten waiting times and increase traveler satisfaction with the screening process. For example, it introduced a computer-assisted passenger pre-screening system (CAPPS) which partitioned travelers into two groups, then CAPPS II which partitioned travelers into three groups and finally Secure Flight designed to partition travelers into risk classes including those not permitted to fly. And, it required that the airlines flying to the U.S. submit their passenger lists to U.S. immigration 30 min before departing. These increased screenings have potential to affect passenger waiting times, the level of passenger satisfaction with the screening process and its consequent effect on a passenger's perception of screening safety as some studies have shown..</p>

OBJECTIVES OF THE STUDY:

- To analyse the job satisfaction of the woman employees working in Aviation Security in Chennai Airport.
- To provide suggestions to improve the job satisfaction of woman employees working in Aviation Security in Chennai Airport.
- To analyse various factors influencing job satisfaction of woman employees working in Aviation Security.
- To know the influence of organization culture on job satisfaction of the woman employees working in Aviation Security.
- To analyse the leadership and communication factors influencing job satisfaction of the woman employees working in Aviation Security.

RESEARCH METHODOLOGY:

We have used (google forms) to answer Questionnaire online.

Totally 100 sample survey have been collected from the online consumer.

HYPOTHESES OF THE STUDY:

Ho:There is no significant relationship between organizational culture and job satisfaction.

H1:There is a significant relationship between organizational culture and job satisfaction.

Ho:There is no significant relationship between leadership and job satisfaction.

H1:There is a significant relationship between leadership and job satisfaction.

Ho:There is no significant relationship between communication and job satisfaction.

H1:There is a significant relationship between communication and job satisfaction.

Ho:There is no significant relationship between decision making and job satisfaction.

H1:There is a significant relationship between decision making and job satisfaction.

ANALYSIS AND DISCUSSION:

Ho: There is no significant relationship between organizational culture and job satisfaction.

H1: There is a significant relationship between organizational culture and job satisfaction.

Regression:

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.681	.464	.458	.971

ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	79.855	1	79.855	84.755	.000
	Residual	92.335	98	.942		
	Total	172.190	99			

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.943	.235		04.018	.000
	Emplyoees agree with the airline goals	.641	.070	.681	9.206	.000

RESULT:

From the table we got p-value as 0.000 (less than 0.05) and f value 84.755 and 45.8% relationship between two variables. So there is significant relationship between organizational culture and job satisfaction.

Ho: There is no significant relationship between leadership and job satisfaction.

H1: There is a significant relationship between leadership and job satisfaction.

Correlation:

		How can the job satisfaction of employees be improved	Superiors must give complete freedom to solve their own problems
How can the job satisfaction of employees be improved	Pearson Correlation	1	.719*
	Sig. (2-tailed)		.000
	N	100	100
Superiors must give complete freedom to solve their own problems	Pearson Correlation	.719	1
	Sig. (2-tailed)	.000	
	N	100	100

RESULT:

From the table we got p-value as .000 (less than 0.05) and correlated value is .719. So there is significant relationship between leadership and job satisfaction.

Ho: There is no significant relationship between communication and job satisfaction.

H1: There is a significant relationship between communication and job satisfaction.

Correlation:

		How can the job satisfaction of employees be improved	Do you communicate the best with your superior
How can the job satisfaction of employees be improved	Pearson Correlation	1	.466*
	Sig. (2-tailed)		.000
	N	100	100
Do you communicate the best with your superior	Pearson Correlation	.466	1
	Sig. (2-tailed)	.000	
	N	100	100

RESULT:

From the table we got p-value as .000 (less than 0.05) and correlated value is .466. So there is significant relationship between communication and job satisfaction.

Ho:There is no significant relationship between decision making and job satisfaction.

H1:There is a significant relationship between decision making and job satisfaction.

How can the Job Satisfaction Improve

		Total	
I know what my airlines aims and targets are	Agree	Count	33
		Expected Count	33.0
		% of Total	33.0%
	Disagree	Count	12
		Expected Count	12.0
		% of Total	12.0%
	Neutral	Count	10
		Expected Count	10.0
		% of Total	10.0%
Strongly Agree	Count	20	
	Expected Count	20.0	
	% of Total	20.0%	
Strongly Disagree	Count	25	
	Expected Count	25.0	
	% of Total	25.0%	
Total	Count	100	
	Expected Count	100.0	
	% of Total	100.0%	

Chi-Square

	Value	d f	Asymptotic Significance (2- sided)	Exact Sig. (2- sided)	Exact Sig. (1- sided)
Pearson Chi-Square	44.822^a	16	.000	.b	
Likelihood Ratio	41.647	16	.000	.b	
Fisher's Exact Test	.b			.b	
Linear-by-Linear Association	23.052	1	.000	.b	.b
N of Valid Cases	100				

RESULT:

From the table we got p-value as .000(less than alpha value 0.05) so reject null hypothesis and accept the alternative hypothesis that there is a significance between decision making and job satisfaction.

CONCLUSION:

The women employees in the aviation security are satisfied with their job relating to the various airlines. The results supported the hypothesis that the job satisfaction of women employees in the aviation industry is mainly based on organizational culture, decision making, communication and leadership in the airline. Even if the employees are highly satisfied with their jobs, they are willing to leave if there are better opportunities available, the employees will stay where they are irrespective of dissatisfaction if at all the variables above are satisfied by the women employees. Job satisfaction results from the employee perception that the job content and context actually provides what an employee values in the work situation. If at all the above variables are satisfied there is possibility of the employees to retain in the airlines for a longer period.

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