

Living Through The Daily Grind: Analyzing the Determinants of Job Satisfaction and Relative Deprivation of Contractual Workers

Neil Clark V. Abelido
De La Salle University
neil.abelido@dlsu.edu.ph

Abstract: While there are several studies which look into large-scale effects of contractualization in the Philippines, there is a dearth of studies that analyse its effects on the contractual workers. This study aims to determine the subjective well-being of the contractual workers by analyzing job satisfaction of the non-government workers (NGWs) of the University of the Philippines Los Baños. Furthermore, it seeks to explain job satisfaction in terms of socio-demographic factors and relative deprivation. The findings of the research have shown that, in general, the UPLB NGWs are moderately not satisfied with their jobs. Female workers have been found out to have lower job satisfaction than the male workers. This is because of the perceived inequality (relative deprivation) of the female workers in the workplace. While there are several studies which look into large-scale effects of contractualization in the Philippines, there is a dearth of studies that analyse its effects on the contractual workers. This study aims to determine the subjective well-being of the contractual workers by analyzing job satisfaction of the non-government workers (NGWs) of the University of the Philippines Los Baños. Furthermore, it seeks to explain job satisfaction in terms of socio-demographic factors and relative deprivation. The findings of the research have shown that, in general, the UPLB NGWs are moderately not satisfied with their jobs. Female workers have been found out to have lower job satisfaction than the male workers. This is because of the perceived inequality (relative deprivation) of the female workers in the workplace. In addition, among the socio-demographic characteristics, sex has been found a sole predictive factor of job satisfaction.

Keywords: job satisfaction; relative deprivation; contractualization

1. Introduction

According to the latest survey of Bureau of Labor and Employment Statistics (BLES) (2012), there are 6, 734, 000 workers categorized as the short-term or seasonal and unpaid family work (Philippine Statistics Authority, 2015). On a larger scale, this is called the informalization or flexibilization of the economy where flexible hiring arrangements are replacing the former types of work (Ofreneo,2013).

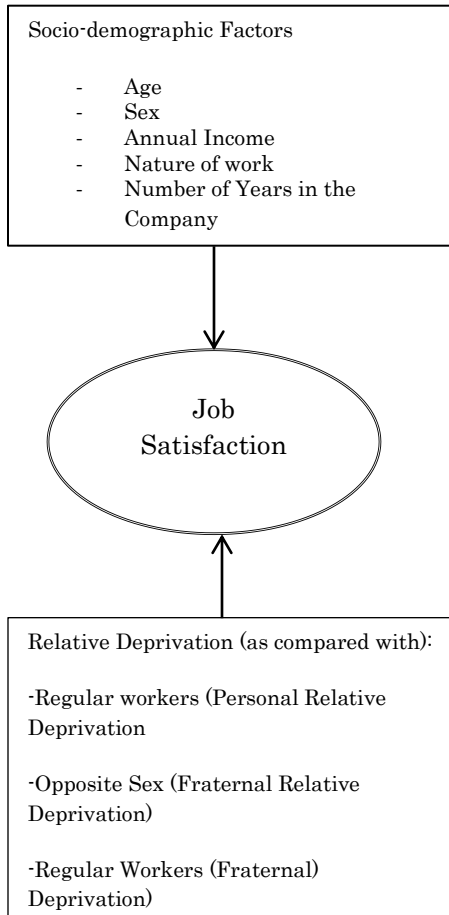
The incidence of the precarious employment is increasing, not only in the country, however, but also in the ASEAN. Marasigan of UP SOLAIR in Payos (2016) reported the ASEAN neighbors status in contractualization as follows: Indonesia has 65% (over 1 in 2), Malaysia has 1 in 4 in informal employment, Thailand has 63% (over 1 in 2), and Vietnam (over 1 in 3). These figures are

not very far from the Philippines with 1 in 3 informal enterprises.

A number of researches ventured on the roots of the contractual or temporary employment. Most of the researches have tried to determine the factors to explain the contractualization. However, there is but a limited literature on job satisfaction and contractualization of work. This research will move beyond the intrinsic and extrinsic factors of job satisfaction by using a group of variables as predictors of job satisfaction and offer a sociological explanation on the issue. This study, can guide them to provision of institutional policies in improving the welfare of contractual employees not only for the institution under the study but also for

every institution which hires contractual employees.

1.2. Conceptual Framework



This research has general aim to analyze the job satisfaction and relative deprivation of the UPLB contractual workers. Job satisfaction, in this study is defined as “any combination of psychological, physiological, and environmental circumstances that causes a person truthfully to say, “I am satisfied with my job” (Hoppock, 1935 in Rast and Tourani, 2012). Also, the relative deprivation signifies the perceived inequality by the workers in terms of economic standing (e.g. pay, annual income, social class) (Badri et al., 2013 in Ramos, Pontes and Silva, 2015). It’s two types are: (1) personal relative deprivation, a deprivation

that develop out of a comparison of one’s own situation to the situation of other people (Runciman, 1966), and (2) Fraternal refers to feeling deprived as one of a class whose members all share the same conditions of life and employment (Runciman, 1966). Also it can be cognitive where they just perceive the inequality but not feel it in the workplace, and affective, where they actually feel the inequality. This is where the researcher formulates his hypothesis: perceived inequality (relative deprivation), in any form, can predict job satisfaction of contractual workers. If it was found that workers think and feel the inequality, whether as an individual or a group, these can affect how satisfied the workers are about their work.

Specifically, these are the objectives of the study:

1. To know the level of job satisfaction of the UPLB contractual employees.
2. To know the socio-demographic factors that can affect the job satisfaction of UPLB contractual workers.
3. To know whether relative deprivation predict the job satisfaction of the UPLB contractual employees.

2. METHODOLOGY

The locale of the study will be in University of the Philippines Los Baños. The target population of the study is the workers of the University of the Philippines Los Baños. The sample consists of the contractual workers, also called Non-Government Workers (NGWs) in the University. In order to obtain the sample, stratified sampling was utilized. Using proportional allocation, he arrived into the number of respondents for the study. By using a statistical formula, 185 respondents are computed for the study. However, considering the limited time and resources of the researcher, he restricted the sample size to 100.

This study will make use of cross-sectional survey as a research design since that is best suited for the nature of the study because it is useful in describing the characteristics of a large population. On the other hand, correlational design shall be used in fulfilling the second purpose of this research: knowing the factors that might affect the job satisfaction.

Correlational analysis was used to

determine the strength of the association between and among the remaining variables. The statistical treatment would vary from the level of measurement of the variables and the number of variables to be compared. In this study, Spearman's rank correlation was used to determine the association between the variables, while multiple linear regression analysis will be used to know the weight of the associations to the job satisfaction. For regression equation, since there are several groups of factors in the study, the researcher provided a sample regression equation for the relative deprivation factors group.

The regression equation is stated as:

$$\hat{y} = a + b_1X_1 + b_2X_2 + \dots + b_nX_n + g$$

where:

\hat{y} = Job Satisfaction ratings

X_1 = Cognitive Relative Deprivation

X_2 = Affective Relative Deprivation

X_3 = Fraternal Cognitive Relative Deprivation

X_4 = Fraternal Affective Relative Deprivation

X_5 = Fraternal Cognitive Relative Deprivation

X_6 = Fraternal Affective Relative Deprivation

a = Y intercept term

b_1, b_2, b_3 = regression weights for the predictor variables $X_1 - X_3$

g = residual errors based on the least squares criterion, i.e., $Y - \hat{y}$.

3. RESULTS AND DISCUSSION

3.1 Descriptive Analyses on Socio-Demographic Characteristics

Various questions are asked regarding the respondent's socio-demographic characteristics. This includes sex, age, occupation, annual gross income, religious affiliation, civil status, and number of years working in the office. The female workers (55.9%) are slightly higher in number as compared with the males (44.1%). Ages range 21-30 (68.8 %) comprises the largest number of the sample, while those who are 20 and below (3.2%) has the minimum percentage of respondents. Most of the respondents in the study is comprised of research assistants and research associates, 32.26%

of the respondents participated in the study while project assistants, accounting-related and engineers composed the least number of the respondents, which is expected since the University is an academic institution. It appears that most of the respondents have been in UPLB for ten years or less. In fact, only 19.4% of the respondents have worked in the office for more than 10 years.

3.2 Mean Job Satisfaction and Socio-Demographic Analyses

Males have relatively higher ratings in job satisfaction. With a mean of 3.38566 it exceeds the mean of the females ($M=2.689744$) with 0.69 mean rating. These ratings signify that female workers are not satisfied with their job. While males might have higher job satisfaction rating, it does not necessarily mean that they are satisfied with their job.

Workers with the age 20 and below have the $M=2.8667$ which is the lowest job satisfaction rating among the five age ranges. Workers with 31-40 have the mean job satisfaction of $M=3.02667$. NGWs with the said age are satisfied with their jobs. The same is true with the older NGWs. The laborers who receive the least amount of pay among them reported a high job satisfaction rating.

3.3 Level of Job Satisfaction of NGWs

In general, the UPLB NGWs are moderately satisfied with their job. Among the 4 statements on job satisfaction, only the first statement "I find real enjoyment in my work" acquired the high score. With the $M=4.0108$, the average response of the NGWs is "Agree". On the other end, the statement "Each day of work seems it will never end" garnered the lowest mean.

The Non-Government Workers of UPLB were asked about their job satisfaction. They were asked whether they enjoy, are enthusiastic and generally satisfied at work. Also, they were asked whether they find their job boring or they see their work as rather unpleasant.

When asked whether they enjoy their work, 55.9% of the respondents said they enjoy the work while only 2.2 percent of the respondents have responded "strongly disagree". This seems to connect with the next question for them, because when they were asked whether they feel bored in their job, 39.8 percent of them answered "disagree". Furthermore, only 9.7% of the respondents have written "disagree" and "strongly disagree" when asked about the enthusiasm of their work.

The last questions are contrasting questions of whether they are satisfied in their job, in general and whether they find their job rather unpleasant. Sixty-one percent of the NGWs reported that they are satisfied in their job, in general. This seems to be in-line with the previous responses of the respondents since they were reporting positive attitudes about their work. What is surprising is when they are asked whether they see their job rather unpleasant Even if they have positive attitudes (i.e. being enthusiastic, enjoying their work) towards their work, most of them (49.6%) still said that their job was rather unpleasant.

AGE	.922	.361
OCCUPATION	1.298	.200
RA	-.479	.634
INCOME	.307	.760
CV	-1.708	.094
NUMBYEARSCOMP	-.901	.372

*significant at $p < 0.05$

TABLE 1. Summary of Job Satisfaction Scores of UPLB NGWs, UPLB, 2016

Job Satisfaction	Mean (M)	Std. Deviation
I find real enjoyment in my work	4.0108	.86596
Each day of work seems like it will never end	2.7692	1.10631
Most days I am enthusiastic about my work	3.7439	.90008
In general, I feel satisfied with my present job	3.6951	1.05044
I consider my job rather unpleasant	3.3690	1.10617
Total	3.5177	

3.4 Predictor of Socio-Demographic Characteristics to Job Satisfaction

Among the seven variables, only the SEX of the NGWs is found to have significant relationship with job satisfaction. Meaning, among these variables, only the sex of the NGWs predicts their job satisfaction Seepersaad (2009) explained that females tend to be less satisfied because there is still this typical notion of the inferiority of women in the workplace.

TABLE 2. Regression of the Socio-Demographic Characteristics and Job Satisfaction UPLB, 2016

Model	Sig	t
(Constant)	1.595	.117
SEX	4.196	.000*

3.5 Relative Deprivation as a Predictor of Job Satisfaction

Table 3 shows the correlation between the different sections of relative deprivation and job satisfaction. Among the six variables, only the Fraternal Affective Relative Deprivation had significant correlation with the job satisfaction. At $\alpha=5\%$ and $r_s=-.233$, there is a weak negative association between job satisfaction and relative deprivation. This just means that there is a significant relationship between job satisfaction and fraternal affective relative deprivation. As the value of either variable increase, the other variable also increases.

The result of the finding is surprising because the early assumption of the researcher was fraternal relative deprivation ratings of the NGWs would be affected by comparing themselves with the regular workers. However, the only significant relationship of relative deprivation and job satisfaction is when the workers compare their economic standing with the opposite workers. Since this finding does not specifically pertain to the male or female workers alone, this implies that both of the workers from different sexes feel the perceived inequality in their economic standing when they compare themselves with the opposite sex.

Explanation to this one on the part of the female workers can still be linked with the findings of the previous studies on the unequal treatment in the workplaces just like what the studies of Klifer and Kahn (2006) points out. The perceived inequality, on the part of the male workers could hardly be traced using the same literature. However, we can use the same findings that Aletraris (2010) proposed in his research. Because there is lesser expectations from women in their job, the male workers might be having a hard time coping with the bigger expectations.

Another plausible explanation can be derived by comparing the lowest possible paying job available for each sex. On the one hand, the lowest possible job that the male workers could work includes the maintenance personnel, laborers and utility workers. On the other hand, in this study, the lowest possible paying job for females is the administrative staff. When the two jobs are compared, the laborers, utility workers and the like would still have lower pay and more physically demanding job as compared to the female workers. Although these workers got the highest job satisfaction rating, it doesn't mean that they will not perceive any inequality in the workplace.

Whereas, in table 4, it was found that relative deprivation was not a predictor of job satisfaction. This means, feeling of inequality only has a relationship with job satisfaction, but it cannot cause or even affect job (dis)satisfaction.

TABLE 3. Correlation of Relative Deprivation to Job Satisfaction, UPLB, 2016

	Correlation Coefficient
Personal Cognitive Relative Deprivation	.075
Personal Affective Relative Deprivation	
Fraternal Cognitive Relative Deprivation from Regular Workers	-.142
Fraternal Affective Relative Deprivation from Regular Workers	
Fraternal Cognitive Relative Deprivation from Workers with Opposite Sex	.107
Personal Cognitive Relative Deprivation	-.088
Personal Affective Relative Deprivation	
Fraternal Cognitive Relative Deprivation from Regular Workers	.046
Fraternal Affective Relative Deprivation from Regular Workers	
Fraternal Cognitive Relative Deprivation from Workers with Opposite Sex	-.223*

*significant at $p < 0.05$

Table 4. Regression of Relative Deprivation to Job Satisfaction, UPLB, 2016

Model	t	Sig.
(Constant)	7.323	.000
Cognitive Relative Deprivation	.188	.851
Affective Relative Deprivation	-.683	.497
Fraternal Cognitive Relative Deprivation	-.257	.798
Fraternal Affective Relative Deprivation	-.241	.810
Fraternal Cognitive Relative Deprivation	.827	.410
Fraternal Affective Relative Deprivation	-1.039	.302

*significant at $p < 0.05$

4. CONCLUSION

The current study determined the level of job satisfaction and relative deprivation of UPLB non-government workers. The UPLB NGWs, in general, are moderately not satisfied with their jobs. Female non-government workers have lower job satisfaction as compared with male non-government workers. The researcher contended that it was due to the perceived inequality of women in their workplaces. Laborers and utility workers have the highest job satisfaction rating, while the research assistants have the lowest job satisfaction ratings. This has several implications, for one, financial rewards does not necessarily affect job satisfaction.

Only one variable was found out to have predictive factors in job satisfaction namely: sex. Regarding the relative deprivation of the NGWs, it is found out that the UPLB NGWs are moderately deprived when they compare themselves with their co-workers (cognitively), while highly relatively deprived when they compare themselves with the regular workers (cognitively). It means that although they are relatively deprived when they compare themselves with their co-workers, they still perceive higher inequality when they compare themselves with their co-workers.

However, fraternal affective relative deprivation was the only variable among relative deprivation which was found to be a predictor of job satisfaction. That means, it is only when the workers compare themselves with the workers from the opposite sex that their perception of inequality really affects their job satisfaction. The result of the research is consistent in the literature such gender are predictors of job satisfaction. However, it is good to note that the study is limited in the contractual workers of UPLB. Furthermore, the study does not assure generalizability for all the contractual workers, even in the Philippine context.

The researcher recommends that exploratory research about the determinants of job satisfaction and relative deprivation of the Filipino workers be conducted. One of the limitations of this research is that it assumed that the scales of relative deprivation and job satisfaction would be relevant for the Philippine context. However, these scales originated from foreign countries.

5. ACKNOWLEDGMENTS

Deepest thanks are credited to Prof. Girlie Abrigo for the advices in the technicalities of the work, and to Sofia Jean Tenorio for conducting the statistical tests with the researcher.

6. REFERENCE

- Badri, M., Mohaidat, J., Ferrandino, V., and Mourad T. (2013) The social cognitive models of job satisfaction among teachers: testing and validation. *International Journal of Educational Research*, 57, pp. 12-14.
- Bureau of Labor and Employment Statistics. (2012b). *Total employment and number of non-regular workers in establishments with 20 or more workers by category and major industry group, Philippines: June 2012*. Retrieved from <http://www.bles.dole.gov.ph/SURVEY%20RESULTS/2012%20Survey%20Result/BITS/tables/Part%202-%20>
- Hoppock, R. (1935). *Job Satisfaction*. New York: Harper Brothers.
- Kifle, T. and Kleir P. (2008). *Job satisfaction and gender evidence from Australia. School of economics, University of Queensland*.
- Ofroneo, R. (2013). *Precarious Philippines:*

- Expanding informal sector, “flexibilizing” labor market. *American Behavioral Scientist*, 57(4).
- Payos, R. (2016). Non-standard forms of Employment. *Philippine Daily Inquirer*. Retrieved from <https://www.pressreader.com/philippines/philippine-Dailyinquirer/20160724/282527247792416>
- Ramos, M. Pontes, F. & Silva, S. (2015). Panorama of studies with social cognitive model of teacher’s job satisfaction. *International Journal of Humanities and Social Sciences*.
- Rast, S. & Tourani A. (2012). Evaluation of employees’ job satisfaction and the role of gender difference: An empirical industry at airline industry in Iran. *International Journal in Business and Social Sciences*.
- Runciman, W. G. (1966). *Relative Deprivation and Social Justice: A Study of Attitudes to Social Inequality in Twentieth-Century England*, Berkeley and Los Angeles, University of California Press.
- Seepersad, R. (2009). *Mediators and moderators in the relative deprivation-crime/counter-normative actions relationships*. (Doctoral Dissertation). Retrieved from https://tspace.library.utoronto.ca/bitstream/1807/19229/6/Seepersad_Randy_200911_PhD_thesis.pdf