

JOB SATISFACTION OF SOCIAL WORKERS IN KERALA

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Certificate

This is to certify that this dissertation titled “ Job satisfaction of professional social workers in Kerala” is a record of genuine and original work done by (Name of the student & Reg. No) of IV semester Masters of Social Work course of this college under my guidance and supervision and it is hereby approved for submission

Name & Official address of Research Guide

DECLARATION

I **Manasa Babu**, hereby declare that the research work titled “**Job satisfaction of professional social workers in Kerala**” submitted to the M G University, Kottayam, is a record of genuine and original work done by me under the guidance of **Dr. Reshma Sandeep**, Assistant Professor, Bharata Mata School of Social Work Thrikkakara, and this research work is submitted in the partial fulfilment of the requirements for the award of the degree of Master of Social Work specialising in **Medical and Psychiatry**.

I hereby declare that the results embedded in this research have not been submitted to any other University or Institute for the award of any degree or diploma, to the best of my knowledge and belief.

Place: Thrikkakara

Date: 8/11/2022

Manasa Babu

Abstract

Social workers are employed in a variety of public and private organisations that assist needy individuals and families, including hospitals, schools, jails, corporations, old age home, orphanage, and mental health clinics. Social work is more than merely doing nice things and supporting the less fortunate. It has transformed into a profession throughout time. It's true that this isn't a "traditional" career. But with the prevalence of challenges like ageing, drug abuse, poverty, mental illness, and disability on the rise, social work is becoming a crucial component of our society. This could be the ideal occupation if you're willing to pursue a career for emotional fulfilment and if your goal is more than just making money. If social workers are to effectively contribute to the settlement of social issues that are founded in global social, political, and economic realities, they need to understand new degrees of complexity and adopt new models of practise. The international dimension of the social issues that draw clients, patient populations, and other communities to the consideration of human service workers must at the very least be understood by these new models of practise. Additionally, they must be supported by empirical data and provide constructive advice on a variety of social development strategies that can be used to address specific social needs. But there are certain problems in the profession of social work in Kerala. This study aims to know about the problems faced by social workers in Kerala.

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CHAPTER - I

INTRODUCTION

1.1 Introduction

Employment satisfaction, according to Siegal and Lance (1987), "is an emotional response defining the degree to which people like their job." Job satisfaction is the sense of fulfilment one experiences while working, which serves as motivation. The satisfaction at work, not self-satisfaction, happiness, or contentment, is what matters. The whole relationship between a person and the employer for whom he is paid is related to job satisfaction. Simply feeling that a goal or target has been attained is what is meant by satisfaction. Lack of motivation at work is a result of job discontent. For practically everyone, work plays a major role in their lives. Since career development accounts for over 70% of all human developmental tasks, adults spend practically all of their waking hours at work. Therefore, it is crucial that employees feel satisfied with their work, as anything less could result in frustration, rage, and in some cases, even depression. The need for a sense of fulfilment and the expectation that the job will be interesting, challenging, and personally fulfilling are reflections of perceived job satisfaction. Another success indicator for career development tasks is job satisfaction. Numerous studies have been conducted on job happiness, and the findings are frequently recognised for both their humanistic and economical advantages. When workers are content, they are more likely to care about the calibre of their job, to be dedicated to the company, to have greater retention rates, and to be more productive in general. The current environment is extremely competitive, and as a result, there is a lot of pressure on every firm to excel. As a result, organisations today ask for improved job results. In fact, the modern era has been dubbed the "period of stress and worry." Employees experience a great deal of stress at work as a result of the constant pressure to perform at their highest level. Job stress can have a negative impact on many aspects

of one's life, including productivity, mistakes and accidents at work, absenteeism, morale, and interpersonal conflict. It can also lead to physical and mental health issues.

Low levels of job satisfaction are correlated with high levels of work stress. Low life happiness is eventually a result of low job satisfaction. Job satisfaction is the sense of fulfilment one experiences while working, which serves as motivation. The satisfaction at work, not self-satisfaction, happiness, or contentment, is what matters. The whole relationship between a person and the employer for whom he is paid is related to job satisfaction. Simply feeling that a goal or target has been attained is what is meant by satisfaction. Lack of motivation at work is a result of job discontent. The phrase "pleasurable emotional state arising from the appraisal of one's employment as attaining or enabling the attainment of one's job values" is used to characterise job satisfaction. Job discontent, on the other hand, is described as "the unpleasant emotional state resulting from the assessment of one's job as challenging or preventing the attainment of one's job values or as entailing disvalues" But it was noted that both happiness and unhappiness were "a result of the apparent link between what one perceives it as offering or entailing."

One of the oldest definitions of job satisfaction was provided by Hoppock, who defined the concept as any combination of psychological, physiological, and environmental factors that cause an individual to exhibit job happiness. According to Smith et al. (1969), job satisfaction is the attitude a person feels toward their work. According to Locke (1969), job satisfaction is a favourable or enjoyable response to evaluation of one's employment, professional accomplishments, or professional experiences. According to Vroom (1982), job satisfaction is the emotional stance that employees take toward their current responsibilities. Similar to this, Schultz (1982) claimed that people's psychological attitudes regarding their work largely determine

how satisfied they are at their jobs. Job satisfaction is "an individual's positive affective reaction to the target environment as a result of the individual's judgement of the extent to which his or her requirements are fulfilled by the environment," according to Lofquist and Davis (1991). The concept of job satisfaction has clearly changed over the years, but the majority of definitions still hold to the idea that job satisfaction is a positive affective response to one's employment.

When discussing the factors that contribute to job happiness, there seems to be less consistency. According to Wexley and Yukl (1984), a variety of factors, including a person's personality and the demands of their profession, can affect how satisfied they are with their jobs. Several ideas have developed to help us understand these employee and work qualities and how they relate to job satisfaction. Early conventional ideas proposed that job satisfaction might be conceptualised as a single bipolar continuum, with satisfaction at one end and unhappiness at the other. A two-continuum model that positioned job happiness on the first scale and job discontent on the second was included in later iterations of the theory. These latter ideas placed more emphasis on whether or not certain intrinsic and extrinsic employment characteristics that could affect job satisfaction were present. Recognition, promotion, and responsibility are examples of intrinsic elements that are dependent on individual views and sentiments. According to O'Driscoll and Randall, these elements have a significant relationship with job satisfaction (1999).

Job satisfaction can also be viewed in the broader context of the variety of factors that influence a person's quality of working life or their experience at work. Job satisfaction can be defined in terms of how it relates to other crucial elements like overall health, workplace stress, workplace control, home-work balance, and working circumstances. The topic of job happiness is extensively explored in literature on the

workplace and organisations. This is primarily because many experts think that trends in job satisfaction can affect how people behave on the job market and how much effort they put into their employment, as well as how much productivity they produce and how often they miss work. Additionally, work satisfaction is seen as a reliable indicator of both an employee's intention to leave a job and their decision to do so. In daily life, job happiness is also crucial. People who work for organisations have a variety of affects, some of which are reflected in how those individuals feel about their jobs. Because of this, job happiness is a significant concern for both companies and employees. As a result of higher productivity and lower staff turnover, which are both benefits of contented workers, companies stand to gain from this trend, which is supported by numerous research. Given the amount of time they will spend at work during their working lives, people should also "be pleased in their employment."

A general attitude that an employee maintains due to a variety of specific attitudes in areas including personal factors, factors inherent in the job, and factors controlled by management is referred to as job satisfaction. The workers' sex, education, age, marital status, personal traits, family history, socioeconomic background, and other personal aspects are among the personal elements. Recent research has revealed several elements to be crucial in the hiring process. The skilled workers would prefer to be guided by their own propensity to choose employment in consideration of "what they have to do" rather than by the advice of their coworkers and managers. These elements include the work itself, the working environment, the impact of the internal and external environment on the job that is outside of management's control, etc.

Management has control over elements such as the type of supervision, job security, type of work group, wage rate, promotion prospects, transfer policy, length of

work, and sense of responsibility. All of these things have a big impact on the employees. These elements inspire the workforce and promote job happiness. Even while job happiness and performance are driven by separate sets of circumstances, if management relates rewards to performance, these two can be associated. It is believed that performance determines job happiness rather than the other way around. While job unhappiness leads to absenteeism, staff turnover, drunkenness, irresponsibility, and non-commitment, job contentment has a significant impact on an organization's productivity. However, attitudes about the job and the company are formed by job satisfaction or unhappiness, which has the effect of raising staff morale. Organizational and personal factors can both be used as explanations for job happiness.

Based on occupational level, The individual is more satisfied with their work when their employment is at a better level. This is due to the prestige and self-control associated with higher level occupations. Because some vocations are valued more highly than others by our society, there is a correlation between occupational level and job happiness. As a result, those who work in valued positions will like them more than those who do not. The need fulfilment idea may potentially be the root of the relationship. Those who work at higher levels of employment find that the majority of their demands are met. The more varied a job's duties are and the less repetitively it requires repetition, the more pleased the participants are with their work. The theoretical justifications presented above also hold here since occupational level influences job content in terms of task diversity and nature. People prefer to be given consideration. As a result, thoughtful leadership increases job satisfaction more so than inconsiderate leadership. Job satisfaction has a favourable relationship with pay and opportunities for advancement.

For some people, it seems that most occupations will be unsatisfying, regardless of the organisational settings involved, whereas for others, most jobs will be satisfying. Interaction in the workplace can be a source of job satisfaction on a personal level. Personal factors including age, education, sex, and others are to blame for this discrepancy. It leads to the realisation that other people have attitudes that are similar to one's own because this makes it possible to calculate the other's behaviour quickly and validates one's own; it leads to acceptance by others; and it makes goal-achieving easier. Job happiness and age are related. Holding other variables like occupational level constant, the majority of the research on the relationship between age and job satisfaction appears to show that there is typically a positive relationship between the two variables up until the preretirement years, after which there is a sharp decline in satisfaction. In latter years of life, a person strives for better, more distinguished jobs. His satisfaction decreases when he discovers that his paths to advancement are barred. There is a negative correlation between educational attainment and job satisfaction when occupational level is held constant. The reference group that a person turns to for advice when assessing the rewards of his profession is more elite the more education they have. The question of whether women are more satisfied at work than males, while controlling for things like employment and occupational level, remains unanswered. Given that women typically have lower vocational aspirations than men, one may anticipate that this is the case.

In the workplace, communication between superiors and subordinates has a significant impact on job satisfaction. Job satisfaction can be positively or negatively impacted by how subordinates interpret a supervisor's actions. The relationship between a superior and a subordinate depends on communication behaviours such as body language, eye contact, voice expression, and facial expression. In terms of impression creation, deceit,

seduction, social influence, and emotional expression, nonverbal cues are crucial in interpersonal encounters. Immediate nonverbal communication from the boss can improve subordinate relationships and boost job satisfaction. It's possible that the linguistic substance is less significant than how bosses communicate with their subordinates.

One of the most crucial aspects of the job is the interaction between a subordinate and their supervisor. As a result, a supervisor who uses nonverbal immediacy, friendliness, and open communication lines is more likely to receive positive feedback and high job satisfaction from a subordinate. In contrast, a supervisor who uses antisocial, unfriendly behaviour, and is unwilling to communicate, will inevitably get bad feedback and very low job satisfaction from their subordinates.

emotions and job satisfaction The raw materials that combine to generate the affective component of job satisfaction are mood and feelings experienced while working. When compared to emotions, which are frequently stronger, shorter-lived, and have a definite object or source, moods tend to be longer-lasting but frequently weaker states of ambiguous origin. In contrast to strength of positive emotion when it is experienced, frequency of experiencing net positive emotion will be a stronger predictor of overall job satisfaction. Job satisfaction is also correlated with emotion regulation and emotion labour. Emotion management, sometimes known as "emotion work," refers to numerous initiatives to control emotional states and behaviours. Emotion regulation refers to all deliberate and unintentional actions taken to intensify, stabilise, or lessen one or more emotional components. Early research on the effects of emotional labour on workers focused on its negative effects, but studies of workers in a range of occupations suggest that these effects are not always negative. It was discovered that

amplifying positive emotions and suppressing negative emotions have opposite effects on job satisfaction.

Organizations that management pays attention to the skills and advancement of its employees typically give their employees high levels of job satisfaction. The management must provide the employees with some opportunity to advance to higher positions. On the other side, if an organisation ignores the skills and improved productivity of its employees, it will eventually suffer as the workers lose interest in their work and less frequently make an effort to raise their level of productivity. This occurs because they believe that a rise in proficiency or credentials has nothing to do with advancement or promotion. Generally speaking, the greatest person to advise on how and where improvements can be made is a worker who is now engaged in that situation. When employees are given the opportunity to offer ideas for enhancing productivity and working conditions, they frequently do so with great insight. This aids in raising job satisfaction because the employee will tend to pay closer attention to his or her task when receiving appreciation for offering an excellent practical proposal. If suggestions are not taken into consideration, the employee becomes unsatisfied, which eventually kills his or her creativity.

Every organisation requires the manager or supervisor to provide constructive criticism of the job done by the employee in order to identify and correct any errors. His or her job happiness is also maintained if this critique is provided in a polite and courteous manner, more as a suggestion than a criticism. However, the worker loses their peace of mind if they are humiliated or given harsh criticism for their errors. Rules controlling pay increases should be unambiguous, transparent, and adhered to on a regular basis. The employee will feel content with their job if they receive the anticipated pay raise at the appropriate moment. If this does not occur, unhappiness will

follow. In reality, the biggest influence on job happiness is wage growth. Rules controlling pay increases should be unambiguous, transparent, and adhered to on a regular basis. The employee will feel content with their job if they receive the anticipated pay raise at the appropriate moment. If this does not occur, unhappiness will follow. In reality, the biggest influence on job happiness is wage growth. Every organisation has some employees that retire after completing their service, giving junior staff members the opportunity to advance. When a worker's skill is taken into consideration for advancement, their mental well-being is preserved. On the other hand, if promotion is contingent on other elements like favouritism and casteism, then the employee's enthusiasm in his or her work will wane. It is crucial that the projected volume of work does not exceed the person's capacity to do it if job happiness is to be maintained. He or she will inevitably feel disgusted, depressed, and exhausted if they are forced to work harder than they can sustain for an extended period of time.

Nearly all industries' labour organisations are calling for equal compensation for equivalent work. A worker in any factory or office must be paid the same amount that other employees in the same or similar organisations are being paid for the same task. If this equality is maintained, the employee is happy. If it isn't, the employee becomes dissatisfied. The employee frequently encounters issues at work that they are unable to resolve on their own. He or she should be free to ask for assistance and direction from other employees or their supervisors in such a situation. If this is the case, the employee will feel more fulfilled at work. Nobody wants to put their self-respect at risk. The worker soon loses patience if they are unnecessarily treated with disrespect or abuse. Therefore, it is important to shield him or her from pointless interruptions and criticism. Any factory or office should have convenient hours that provide the least amount of inconvenience to the greatest number of employees. The

employees get upset if this is not investigated. Workers in any industrial organisation should receive the appropriate amount of rest and time off during holidays and other social gatherings. In addition to the weekly holiday, workers are now permitted to take up to 10 casual leaves and 30 earned leaves annually. The individual's opinion of what he thinks to be a fair level of reward serves as a moderator of the rewards rather than directly causing satisfaction. The quantity of rewards one receives from their job and the amount of rewards they perceive as fair have a significant impact on job satisfaction. The means of obtaining rewards has a significant impact on how well a job is done.

Social workers are experts who try to improve general wellbeing and assist in addressing both fundamental and complicated needs of communities and individuals. Social workers work with a wide range of groups and sorts of individuals, putting a special emphasis on the weak, oppressed, and poor. A social worker may be expected to engage in legislative processes that frequently result in the establishment of social policies, depending on their expertise, job title, and place of employment. To do their jobs, they rely on academic research as well as social work beliefs and principles. To address societal inequalities and obstacles to their clients' overall wellness, social workers receive specialised training. Poverty, unemployment, prejudice, and a lack of shelter are a few of these. Additionally, they assist individuals and communities who deal with marital disputes, substance misuse issues, and disabilities. A focus on the degree of interventions and the kinds of communities social workers want to serve is frequently used to fine-tune their practise. For instance, a clinical social worker concentrates on identifying, treating, and preventing mental, emotional, and behavioural problems. On the other hand, a social worker might concentrate on research and development for modest or substantial community assistance programmes, like Medicaid.

Maintaining a social activity that has become customary and permanent is not what social work entails. Even while social workers are always inventing new activities, defending them, and making them accepted norms, once they reach that point, they are no longer considered social work. At one time, social work was encouraged and maintained for kindergartens, which are now a standard component of our educational system. Even though some activities are more or less ongoing and conventional in terms of their process, such as the assistance provided by old family welfare groups, these activities are nonetheless unusual because each individual's circumstances call for and get special consideration. Even providing assistance may no longer be considered social work if it is funded by taxation and based on flat pensions, as in the case of soldier pensions. Similarly, if pensions are provided as part of a large company's established policy toward its employees, there is no reason to classify the administration of these pensions as social work. However, widows' allowance administration still falls under the purview of social work because the amount of the allowances is discretionary and must be modified to account for the circumstances of the families. Social work is when special efforts are made to address the problems of those who receive benefits, as is done in some of the cases handled by the New York Commission that handles accident compensation. If we have social insurance established, the routine administration of the benefits of such insurance will not be social work. The phrase "social work" has a variety of connotations in modern usage. According to its broadest definition, the discipline of social work can be distinguished from the rest of human endeavours by drawing a clear line between businesses whose primary goal is the advancement of human welfare and those whose primary goal is the generation of wealth. According to this distinction, the actions of the church, state, educational system, charitable enterprises, reform movements, etc. would fall into the sphere of social work, whilst

the other category of activities would be what is referred to as business or commercial enterprises. The next, more restrictive definition of social work limits it to activities that address unfortunate circumstances and poor living situations. In this sense, it refers to the actions taken to address social pathologies. However, practically everyone performs several small acts of voluntariness to ease suffering or solve problems, making this definition too ambiguous for technical uses. As a result, the term is once again limited to solely refer to social work carried out by those who make a specialty of it.

Given that social workers are attentive to and thoroughly engaged in the complex social issues that their clients encounter, it is reasonable to expect that social work is a demanding profession in most countries. Additionally, it has been argued that social work's very nature entails competing tasks and responsibilities, such as acting both as a helper and a disciplinarian of individuals who engage in antisocial behavior. Social work is a demanding job, in which individuals can sometimes work within statutory organisations that are subject to frequent changes of policies and practises, with severe limitations of resources," it is expected that the political, social, and economic "framework" of social work will make job-related stress a permanent feature of social workers' employment. It is frequently considered that occupations characterised by freedom and discretion—qualities that are typical of employment in human services on the front lines—are related with greater than normal levels of perceived role conflicts. Given the high expectations and scarce resources that frequently characterise social work, it is reasonable to infer that a number of factors influence how role conflicts are perceived. As a result, inherent conflicts may be considered as an inevitable aspect of the job. For instance, they could appear when a social worker is unable to provide clients with the best possible care due to a lack of financial resources or time. An impression of having too many duties could increase

the probability of experiencing role conflicts "by itself" because it might be challenging to carry out one's work in accordance with professional standards and ethics under such circumstances. Role conflicts are also frequently thought to be related to workload, not least in human services, as well as social work. A combination of employee shortages, excessive workloads, reliance on temporary workers, bureaucratic procedures, and bad management can put pressure on workers to complete their tasks. These unfavourable traits may be a reason for low professional satisfaction and emotional tiredness, which may worsen current issues with recruitment and retention. Compared to other job categories in local authorities, the retention and recruitment of social workers is currently a bigger issue.

With more than one-fourth of the educated rural population and one-fifth of the educated urban population unemployed, Kerala has India's highest education rates. In Kerala, the issue of unemployment is predominantly one of educated unemployment, which affects both men and women. Unemployment among educated workers is a very significant and dangerous issue. More women than men are looking for work. In Kerala, the unemployment rate for educated women is higher than that of educated males. Despite having higher levels of education than men, women still lag behind in terms of both the workforce participation rate and salary levels. Kerala hasn't been able to fully profit from its educational development because of the rising unemployment rate among educated people. It is said that increasing unemployment results from increased government spending on education. It is further suggested that the state should invest more in economic activities, which could lead to the development of jobs, rather than spending money on schooling. A better education system is also necessary to address the unemployment issue. Due to their inability to find employment in the state's shifting

job markets, many educated people have contributed to the state's high unemployment rate.

CHAPTER – II
REVIEW OF LITERATURE

Job satisfaction

Job satisfaction refers to a person's level of contentment with their position. People are thought to be more content with their jobs the happier they are in their jobs. Despite their obvious relationship, job satisfaction and motivation are not the same thing. Job rotation, job enlargement, and job enrichment are approaches used in job design to improve performance and job satisfaction. The management style and culture, employee engagement, empowerment, and independent work groups are further factors that affect satisfaction. An essential quality that is routinely assessed by corporations is job satisfaction. Employee responses to their occupations are recorded on rating scales, which is the most popular method of measuring. Abraham Maslow's "hierarchy of needs" (1954) was a five-tiered model of human requirements that served as the foundation for orthodox ideas of job fulfilment. Basic necessities for maintaining life, such water, food, and shelter, were listed at the lowest tier. Physical and monetary security made up the second level, and social approval, belonging, and love made up the third. Self-esteem requirements and peer approval were included in the fourth layer, while the top of the pyramid was set aside for self-actualization requirements like independence and self-reliance. Maslow asserts that a person's needs are logically arranged and that basic, lower-level demands must be met before those at higher levels. Once a person's basic needs are met, they stop being a motivator for them. A person is more likely to report job satisfaction if their position provides for advancement and the acquisition of higher level needs. Recognizing unmet needs and assisting the person in addressing them are additional requirements for motivating others to succeed.

Frederick Herzberg (1974) proposed that the work itself might act as the primary source of job satisfaction, building on Maslow's beliefs. His strategy produced the two-continuum model of job satisfaction, which positioned job satisfaction on one

continuum and job unhappiness on another. According to Herzberg's theory, work qualities produced by dissatisfaction were very dissimilar from those produced by satisfaction. Process theories look at expectations and ideals to try and explain why people are satisfied with their jobs. According to this view of job happiness, employees choose their behaviours to suit their needs. Adams (1963) and Vroom (1982) have emerged as the most well-known thinkers under this framework. According to J. Stacy Adams, people view their work as a collection of inputs and outputs. Experience, aptitude, and effort are examples of inputs; salary, recognition, and opportunity are examples of results. The hypothesis is predicated on the idea that people's judgments of how fairly they are treated in contrast to others directly influence their level of job satisfaction. According to this "equity theory," individuals want social equity in the rewards they anticipate receiving for their efforts. In other words, people experience job satisfaction when their contribution to a task and the final output are equal to or comparable to those of their coworkers.

Milkovich and Newman (1990) assert that this social equity extends outside of the boundaries of a single workplace and frequently includes comparisons to other settings that are thought of as being comparable to places of employment. Similar in that it examined how personal and professional factors interacted, Vroom's (1964) theory of job satisfaction also included the concept of employees' expectations. The fundamental tenet of this theory is that employees will be paid more fairly if they exert more effort and perform better at work. Dissatisfaction results from discrepancies between anticipated recompense and the final result. Employee dissatisfaction may happen if they feel they have been treated unfairly or if they don't get what they expected. On the other hand, overcompensation could result in discontent and make the worker feel guilty. Money need not be included in the compensation, but salary is

frequently the aspect of the result that is most readily apparent and changed. In addition to its monetary value and possibility for material acquisition, Gruenberg (1979) observes that salary also has significance as a measure of individual performance, organisational position, and recognition.

Professional social work

Social work is a practice-based profession that supports social growth, cohesiveness, and individual and community empowerment. Understanding human growth, behaviour, and social, economic, and cultural structures and interconnections is necessary for social work practise. Professional social work must be transformed into a service using chosen knowledge and a set of social work values. A social worker must build a strong rapport with the clients. She ought to be able to conduct interviews and compose reports. He or she should be able to diagnose, that is, determine the root of the issue, and then formulate a treatment strategy. The four main steps of social work are assessing the problem, planning a solution, putting the plan into action, and evaluating the results. The problem cannot be solved solely by the social worker's intense desire to assist the client. There are six methods of social work which is categorized into primary and secondary methods. The primary methods are social case work, social group work and community organization whereas social work research, social action and social welfare administration constitute the latter one. Individual issues that affect them individually or collectively with their environment are the focus of social casework. A person is a part of the issue when he is powerless to solve it on his own for a variety of reasons. He occasionally can't solve the problem because of his worry. His social functioning is compromised in any scenario. In order to modify the client's view and attitudes, the case worker gathers information about the client's entire

environment, determines the causes, develops a treatment plan, and works in close collaboration with the client.

Social group work is a social work service in which a qualified professional works with clients in a group setting to help them develop better interpersonal and social skills. Individuals play a significant role in group work and are supported in improving their social relationships through adaptable programmes that place a strong emphasis on the individual's personality development in group relationships and group functioning. The group serves as the channel via which and within which individuals are assisted in making the necessary alterations. Another approach to social work is community organisation. A community is a collection of groups, therefore it implies structured interactions, yet in practise no community is entirely structured. Community organisation is a procedure used to make a concerted effort to strengthen ties within a community. Community organisation involves identifying issues, locating resources to address issues in the community, establishing social ties, and creating the necessary plans to achieve the goals of the community. The community can become self-sufficient and foster cooperation among its citizens in this way.

Social work services, both public and private, are organised and managed through a process called social welfare administration. Some of the duties of a social worker in administration include developing programmes, mobilising resources, involving personnel selection and recruitment, proper organisation, coordination, providing skilled and compassionate leadership, guiding and supervising the staff, dealing with financing and budgeting for the programmes, and evaluation. Social work research is a methodical examination to learn new facts, test previous ideas, validate current theories, and identify causal links of the issues that interest the social worker. Any type of social work programme must first be thoroughly studied through social

work research and surveys in order to be launched scientifically. Social action seeks to bring about the changes that society needs to advance. Some of the efforts of the social workers adopting the method of social action include raising awareness about social problems, organising resources, encouraging various "sections of people to speak out against unacceptable practises, and also exerting pressure to bring about legislation. Through individual, group, and self-help programmes, it aims to strike a proper balance between community needs and solutions.

Social work evolved from democratic and humanistic ideas, and its principles are built on respect for the worth, equality, and dignity of every individual. Social work practise has been centred on addressing human needs and unlocking human potential since its inception more than a century ago. Social work action is driven by and justified on the basis of human rights and social justice. The profession works to reduce poverty and free weak and oppressed people in order to encourage social inclusion. This is done in solidarity with those who are less fortunate. The social work profession addresses the social inequalities, inequities, and impediments that exist. Its goal is to improve people's lives, help them reach their full potential, and stop dysfunction. The goal of professional social work is to bring about change and issue solutions. As a result, social workers act as agents of societal change as well as in the lives of the people, families, and communities they serve. To support its holistic focus on people and their environments, social work employs a range of abilities, methods, and practises.

Social work interventions span from involvement in social policy, planning, and development to practises that are essentially person-focused and psychological. A theoretical framework and set of practical skills from social work education give social workers the adaptability to perform competently in a variety of situations. Business is a career path that social workers are well-suited for. Private practise is a common setting

for independent social workers. However, many social workers also use their expertise for various commercial endeavours in addition to their private practise in mental health. Many people have started enterprises after years of professional experience; some people also get ready by getting business and administration degrees. The way society operates today is getting more and more complicated. Survival of the fittest is the guiding principle of today's world. This has led to an increase in the number of the poor, disadvantaged, and defenseless. Social work is crucial in this situation. Social workers use resources to solve these people's problems and make an effort to lessen their misery and sorrow.

Social workers work to prevent social issues brought on by things like poverty, unemployment, poor access to healthcare and education, alcoholism, drug misuse, etc. The goal of professional social work is to bring about change and issue solutions. As a result, social workers act as agents of societal change as well as in the lives of the people, families, and communities they work with. To support its broad focus on people and their environments, social work employs a variety of abilities, methods, and practises. Social work interventions span from engagement in social policy, planning, and development to practises that are essentially person-focused and psychological. Social workers may work in a variety of contexts with confidence and competence because to the academic framework and practical abilities that come with a social work education. Business is a career path that social workers are well-suited for. Private practise is a common setting for independent social workers. However, many social workers also use their expertise for various business enterprises in addition to their private mental health practise. Many people have started enterprises after years of professional experience; some people also get ready by getting business and management degrees.

A worker's level of uncertainty about the stability of their employment is referred to as their level of job insecurity. It also includes their level of uncertainty about the stability of specific aspects of their employment, such as opportunities for advancement or shifts in their daily work schedules. Quantitative and qualitative definitions have also been given for these two notions, global and multidimensional. The worldwide conceptualizations of the notion are related to quantitative job insecurity. The term "qualitative job insecurity" refers to perceptions of a prospective loss of quality in the employment relations, such as declining working conditions, promotions, a lack of career opportunities, a decline in salary growth, and future worries about the fit between the individual and the organisation.

The degree of job insecurity a worker experiences when unsure of the security of their position is described to as this. It also takes into account how uncertain they feel about certain parts of their job, such chances for promotion or changes to their regular work patterns. A variety of detrimental individual and organisational effects are linked to job instability. The abrupt shift from a historically secure work environment to one that is changing rapidly and insecure is likely to have an effect on people's attitudes toward and behaviours at work, as well as, over time, on the health of the organisation. The relationship between seven work-related stressors and job performance was examined. These stressors included role conflict, role stress, role overload, rising unemployment, work - life conflict, ecologic uncertainty, and contextual factors. Role ambiguity is indeed a major source of stress and a function of the gap between the data that is available to the employee as well as the information required for adequate performance. Overall, they discovered unfavourable associations between each stressor, such as job instability, role ambiguity, and role overload, and performance. According to these findings, work insecurity and role-related problems

including role ambiguity and task overload may have a negative effect on performance. The meta-analysis was primarily based on cross-sectional primary research, and the sample size was insufficient, therefore it was unable to infer the direction of causality. It has been said that role confusion and role overload are obstacles. Role overload, though, could sometimes signify a problem. Role overload, which is defined as a scenario when job demands outweigh the resources available to accomplish them, can affect performance in both positive and negative ways. Because it places expectations on the person who does not have the resources (like time) to meet them, overload may be seen as a dangerous stressor with a negative impact on performance. Role overload can also happen when top achievers accept more responsibilities and duties because they are driven to complete them successfully. Role overload might be viewed as a challenge in this circumstance rather than being negatively linked to performance. Indeed, previous research have found no, positive, and negative relationships between work pressure and work performance, which may be a sign that individual characteristics influence this relationship. There hasn't been much study of the connections between position ambiguity, overload, and job insecurity. Role overload may negatively affect perceptions of job insecurity because those with complicated job demands are frequently the most valued employees. On the other hand, it is anticipated that feelings of work insecurity will positively correlate with role ambiguity.

Social work as a profession now exists in India:

The field of social work has long since outgrown its infancy in India, and over the past few decades it has grown to become one of the most demanding. A person in India is typically regarded as a professional social worker if they have a Bachelor's (BSW) or Master's (M.A. in Social Work/MSW) degree in social work. Professional social workers are employed directly in administrative, management, and policy planning

roles in a variety of governmental and non-governmental organisations (NGOs), as well as in government ministries, as far as the Indian situation is concerned. If you are willing to work hard and under any circumstances, Non-Governmental Organizations (NGOs) and Governmental Organizations (GOs) both have a lot to offer. There are many chances in international social work because transnational organisations are also socially conscious. Employing social workers is a priority for commercial and industrial organisations. For the millions of Indian youngsters, a degree or diploma in social work is opening up several options across many industries.

The discipline of social work is quite broad, and job opportunities for social workers are not tied to any one industry. Social workers work with individuals, families, communities, and organisations. They work to lessen and avoid social issues brought on by things like deprivation, unemployment, drunkenness, a lack of healthcare services, dysfunctional families, physical, mental, and emotional disabilities, antisocial behaviour, and subpar housing. Professionally speaking, there are three different sorts of social workers: macro, meso, and micro. By establishing policies and sponsorships, macro social workers deal with social work on a national and worldwide level, whereas meso workers tackle social work with smaller organisations, agencies, and groups. Individuals and families can work with microsocial workers.

Both the public and private sectors provide several work prospects for those with an MSW degree. Opportunities in the public sector are primarily found in community development initiatives related to welfare for women, children, and indigenous groups. Urban or rural areas may be the focus of an NGO's work. Additionally, the corporate and industrial sectors offer employment chances for social work postgraduates. Students choosing social work as a professional path may work in organisations that provide mental health, medical, educational, and correctional

services to children and families, including child welfare and family service organisations.

The values of social work are built on respect for the equality, value, and dignity of all individuals. Social work evolved from humanitarian and democratic ideas. The discipline of social work has been centred on addressing human needs and unlocking human potential since its inception more than a century ago. Social work action is driven by and justified on the basis of social justice and human rights principles. In an effort to foster social inclusion, the profession works to reduce poverty and free those who are weak and oppressed out of sympathy with others who are less fortunate. The social work profession deals with societal obstacles, injustices, and inequities. Its goal is to assist individuals in realising their full potential, enhancing their lives, and avoiding dysfunction. The goals of social work are issue solving and transformation. Social workers thus play a transformative role in society as well as in the lives of the people, families, and communities they work with. In keeping with its all-encompassing focus on people and their circumstances, social work employs a wide range of skills, strategies, and activities. Social work approaches span from participation in social policy, planning, and development to person-focused psychosocial processes. A background in social work gives students a theoretical foundation and a set of practical skills that enable them to operate confidently and competently in a variety of contexts. Business is one area of the workplace that social workers are well-versed in. Private practise is common among social workers who operate their own firms. Many social workers, however, also apply their expertise to other commercial endeavours in addition to their private mental health practise. Following years of professional experience, many people start their own firms. Others prepare themselves by earning degrees in business or management. (Ashobe, 2009)

Future Opportunities for Professional Social Workers in the Development Sectors:

The welfare or Non-Governmental Organizations (NGOs), who are leading the way in promoting the general development of society, currently control and administer a substantial portion of the development sector. In NGOs and development organisations, a person with such a social work degree is highly desirable (ideally a master's degree). In other words, it may be claimed that professional social workers are in charge of both the development and NGO sectors. The pay for a qualified social worker in India's development sector varies from organisation to organisation. Social professionals can find enormous employment prospects in both the public and private sectors. Even though it used to be seen as a low-paying profession, many company headquarters are now assuming social responsibility and looking for appropriately trained workers who are compensated on level with other employees. The area of specialisation of an individual would determine the career chances in this profession. Human resource management specialists in social work can find employment in factories and commercial organisations as executive officers, trainee officers, welfare officers, and social security officers in the personnel, HRM, and welfare departments. Professionals with training can work as social workers, welfare officers, and labour welfare officers in government, semi-government, and private organisations. Additionally, non-governmental organisations (NGOs) and institutions offer services to many societal groups. Social workers with training are needed by NGOs for a variety of positions. Additionally, social workers may accept teaching positions. After a few years of expertise, one can even start working as a freelancer and act as a consultant for numerous companies. A profession as a counsellor in healthcare, adoption, environmental protection, community police, etc. is a possibility for social workers.

They can choose to specialise in psychiatric services, government aid, medical social work, community organising, social work, policies and planning development, or social welfare administration. They can also choose to specialise in child welfare and family services.

Opportunities in Abroad:

Global interdependence within and among individuals, communities, and nations, together with globalisation and the current wave of technology breakthroughs, are all having a significant impact on social work education and practise around the world. Social workers are constantly working to find remedies including both local and worldwide issues due to the growing global social challenges. The social work profession's participation in a range of international practise areas and with different organisations focused on global difficulties and issues is indicative of this trend. Social professionals have a wide range of prospects abroad. The employment opportunities for students choosing social work (medical and psychiatry) as a career have expanded as a result of globalisation.

Many places of the world are in need of social workers, who have a certain skill set, and some may believe that their abilities would be better utilised elsewhere. Even while the tasks involved in domestic and overseas social work can indeed be comparable, there are distinct lifestyle and cultural barriers. Social workers' special abilities and adaptable problem-solving techniques can assist oppressed people realise their full potential and find peaceful, cooperative solutions to conflict-ridden circumstances.

The benefits of working in social work overseas may outweigh the absence of financial compensation. In order to be successful and experience fulfilment, one must

be knowledgeable about and comfortable with human behaviour. Working in social work overseas will broaden your viewpoint and experiences, teach you new ways to put your acquired abilities to use, and show you how other specialists approach seemingly common issues and conditions.

In accordance with the International Federation of Social Workers, "The methodology of social work is founded on a systematic body of knowledge that is supported by evidence and is generated through research and practise assessment, integrating local and indigenous knowledge unique to the location. It acknowledges the complexity of relationships between people and their surroundings as well as people's capacity to both be influenced by and change various influences, such as bio-psychosocial variables. A social worker's analysis of complicated circumstances and facilitation of societal, organisational, social, and cultural change are based on theories about human development, behaviour, and social systems ". (Lawrence, 2008)

Two realities best describe the current condition of social work professional growth. Traditional psychological and sociological research (both qualitative and quantitative) is widely conducted, primarily by academics and researchers based in foundations, institutes, or social service organisations. Many social work professionals still rely heavily on their personal experience for expertise. This is an extension of the discussion that has been ongoing since since the profession's inception during the first decade of the twentieth century. (Levinto, 2007)

Social workers are employed in a variety of public and private organisations that assist needy individuals and families, including hospitals, schools, jails, corporations, old age home, orphanage, and mental health clinics. Social work is more than merely doing nice things and supporting the less fortunate. It has transformed into

a profession throughout time. It's true that this isn't a "traditional" career. But with the prevalence of challenges like ageing, drug abuse, poverty, mental illness, and disability on the rise, social work is becoming a crucial component of our society. This could be the ideal occupation if you're willing to pursue a career for emotional fulfilment and if your goal is more than just making money. If social workers are to effectively contribute to the settlement of social issues that are founded in global social, political, and economic realities, they need to understand new degrees of complexity and adopt new models of practise. The international dimension of the social issues that draw clients, patient populations, and other communities to the consideration of human service workers must at the very least be understood by these new models of practise. Additionally, they must be supported by empirical data and provide constructive advice on a variety of social development strategies that can be used to address specific social needs.

The hedonic approach to subjective well-being has largely been used to construct social workers' well-being (Graham & Shier, 2010; Shier & Graham, 2015). According to this paradigm, one's well-being is portrayed as an experience of maximal personal gratification in which one tries to maximise one's pleasant emotions and minimise one's negative ones (Diener, 2000). Authors discovered that specific job conditions (such as work overload and type of work), characteristics of work environments (such as physical, cultural, and organisational), and interpersonal interactions at work all had an impact on social workers' subjective well-being (Shier & Graham, 2015). The accessibility of professional positions and opportunities, knowledge of strict standards and limitations, social work practises (peer benefits, career development, networking), social work principles and values, and the perception

of one's own professional self all have a positive impact on the happiness of social workers.

Social cooperatives are specialised nonprofit organisations that provide a wide range of social services to communities and clients in need as a result of deteriorating social or physical situations. The welfare system in Italy is the foundation of social cooperatives, which are made up of a variety of social workers. Our opportunistic sample consisted of social workers who interact directly with persons who have intellectual or physical impairments, assisting them in managing some of their unique educational needs as well as coping with their related to cognitive limitations. Since there is little research on the professional health of social workers who provide disability care, we also aimed to address this problem by selecting this specific sample. (Deningso, 2009)

Employees' work life and the efficient use of workers in organisations depend heavily on job happiness. Employees are more likely to be steady, productive, and successful in achieving organisational goals when they are happy in their jobs. According to study, employees in the human services field who are content with their jobs are more dedicated and give their clients greater care. Literature, on the other hand, comes to the conclusion that discontent and unfavourable interactions between people and their settings may be responsible for poorer job performance, higher turnover, or quit intentions. The social services in Norway have been linked to high expectations in regards to time pressure, role ambiguity, and work overload, similar to the public welfare services in the majority of other nations. Due to the intricacy of their activities and the potential for conflicting demands, social workers' duties can be stressful. The problems of job satisfaction and motivation are crucial to take into account because social service employment is frequently connected with heavy caseloads, stress, and

resources that are insufficient to carry out the jobs in a satisfactory manner. Leaders in institutions frequently have both management and overseeing responsibilities, therefore they frequently have the power to make decisions that have been carefully considered. We anticipate social service managers and practitioners will view their work environment and incentives differently due to the varied demands and obstacles encountered in the two professions. The ability to behave in accordance with one's motivations and having a desire or need satisfied are the sources of job satisfaction. In this regard, motivation and job satisfaction are closely related. (Tenvy. 2009)

The organization's benefits, the nature of the work itself, or employees' interactions with customers and citizens all have the potential to affect and improve workers' motivation and job satisfaction. Furthermore, if it is believed to be boosting the workers' self-esteem, feeling appreciated, receiving praise, and receiving good feedback will preserve and strengthen intrinsic motivation. The most disagreeable aspects of social workers' jobs are caused by how little they are appreciated by both their employers and society at large. Similar to this, a solid reputation is thought to be a key component of the professional's rewards and to positively influence professional pride and drive. However, social benefits and outside recognition have received only sporadic attention in earlier research studies on job satisfaction and social workers.(Amekson, 2003)

The expertise and ability of social workers are not always appreciated, despite ongoing competition for professional status. The shortage of public support for professional social work is being shown by growing evidence gathered from the front lines of social services to be detrimental to the practise environment. Social workers are said to be subject to managerial control systems that, in many nations, signal changes in working circumstances and limit prospects for advancement and recognition. Based on these presumptions, we anticipate that social support and external recognition will both be

important sources of motivation for social service employees, affecting their level of job satisfaction. Before presenting and analysing the empirical findings, I review the pertinent literature and the theoretical issue of work satisfaction for comparative reasons in the sections that follow. (Antony, 2008)

Results show that social service managers and practitioners are both generally satisfied with their jobs despite the time constraints, a lack of resources, and severe workloads. The high degree of self-reported contentment is consistent with studies done on people who work in human services. There are various explanations for the general satisfaction of the respondents. First, people's responses to questions of this nature are frequently influenced by their social desirability, which may account for the reported contentment. Second, even if they would like a different type of job, most employees will claim general happiness when questioned about their current occupations because expectations for them are outlined in the employment contract. Other theories address the fact that the majority of social workers in the services are women and address gender-related issues. Some ideas contend that female employees have different values and goals than male employees, which causes them to have lesser expectations for their jobs and to be happier with less. As a result, women may report high levels of job satisfaction despite holding lower-ranking positions and making less money than males. Other theorists, however, disagree with this strategy, contending that gender disparities in professional needs and happiness are brought about by structural variations in the job opportunities available to men and women. In both work situations, the employees' considerable concentration on the job characteristics components—including both self-realization and altruistic rewards—indicates a high motivation for social service work. Numerous more studies that demonstrate how dedicated and driven statutory social workers are by interaction with service users and the belief that they can truly improve

people's lives reinforce this. A comparative research of social workers found that engaging work tasks, the capacity to witness the effects of one's efforts, and intrinsic rewards in the form of challenges and possibilities for self-development (special abilities) were the best predictors of job satisfaction. (Emil, 2008)

Social work has always been identified with a profession that embodies idealistic dedication to serving the general welfare of the public. Workers are required to be dedicated and have a strong faith in the legitimacy and value of their professional position due to the ethics of social work. Since altruistic principles are ingrained in the social workers' profession, they may purposefully overstate their importance while responding to surveys. The findings suggest that social service practitioners and managers can still build their own helping skills through their employment in social services. The reason for the moderate mean differences in the two groups' emphasis on intrinsic rewards is likely that managers in top positions in community assistance adhere to similar professional norms and values as practitioners, typically as a result of sharing a common social work vocational training. The findings are intriguing when it comes to the managerial activities that require more administrative skills, such as budgetary planning and human resource management, as opposed to practitioner client work. Based on the variations in job responsibilities, managers are significantly happier with their problem-solving abilities than front-line employees. Probably as a result of greater administrative roles and responsibilities, managers also report having more opportunity for skill development and personal growth. (Heney, 2008)

Like in the other research we've looked at, intrinsic characteristics like personal challenges and efforts, helping others, and the calibre of the service one provides individually are first and foremost linked to job happiness. The intrinsic sources of

happiness have a greater impact on practitioners' overall satisfaction than job demands like time constraints and a lack of resources.

Managers and practitioners view organisational job characteristics and possibilities differently, as would be expected. Managers have a larger range of decision-making options because of their authority and leadership roles. On the other hand, research reveals that social service administrators confront more contradictory demands than practitioners do, and they are frequently given responsibilities without the necessary resources to do them. The high amount of time pressure that both groups experienced may be a contributing factor to stress and discontent, but so may the demands of the work. Clarity of organisational goals and the description of work (understanding what is expected) are both positively correlated with satisfaction in both groups, more so among managers, when it comes to the relationship between these factors and overall job satisfaction. The outcome might be a result of the social services' well-known gap between overarching objectives and actual organisational structure. Second, given their position between upper management and their subordinates, managers in senior and medium level roles may be more vulnerable to role ambiguity as a result of the high ratings of conflicting demands given by managers in the current study. (Qennly, 2009)

According to research, managers and practitioners both receive a sizable amount of social support from their superiors and peers in terms of the social benefits. According to the literature, having value in a larger context is seen to be crucial for a person's self-esteem. However, social benefits from the management is much more crucial to practitioners' job satisfaction. Social support from coworkers and superiors is usually thought to play a significant role in lowering stress at work. showed emotional support from managers was associated with higher job satisfaction, less burnout, and lower levels of work stress. However, other job satisfaction studies indicate a modest impact

of organisational support. The study's practitioners regarded management support for social services as being second only to intrinsic rewards in importance to job satisfaction. Case workers may have a large need for managerial assistance and supervision due to the complexity of their work, high performance standards, and competing demands. The emotional support from managers seems to be even more crucial in terms of recognition and self-esteem, even though they may receive it through interpersonal relationships with coworkers and supervision through teamwork.

Being indifferent to how services are conducted is a frequent source of distress for social workers. According to a prior study, some of the least satisfying components of the social workers' working context result from not being appreciated by larger society, whilst some of the most satisfying aspects come from societal support. In light of this, we anticipated that job satisfaction would also be significantly influenced by public and client approval. When examining management and subordinate employee satisfaction separately, this presumption does not seem to be true. Despite the general dislike and lack of acknowledgement expressed by the social care employees, manager satisfaction with clients appears to be less impacted by client recognition. (Raymond, 2019)

Another study, which found that social workers and supervisors did not find client and family gratitude to be very fulfilling, can be connected. The evidence that social workers are conscious of the criticisms of the means testing and arbitrary services offered, as well as the conflicting roles ingrained in statutory social work, may be one factor. As a result, practitioners view their own professional roles through the declining prism of the general public and demand less appreciation and credit from their customers. Despite this knowledge, recognition is nonetheless seen to be a crucial element in developing a trustworthy customer relationship and, as a result, critical to the general contentment of client workers.

The investigation into different sources of fulfilment led to a conclusion that answers several inconsistencies and difficulties in the field of social service. According to the study, extrinsic resources—those over which the employees had little control—such as time availability, sufficient resources to complete the tasks, and peer recognition in particular—were the least satisfying. Despite the fact that the service providers believe their own working abilities and productivity to be of high quality and that they have a genuine interest in performing social work duties, they anticipate a reasonably high level of external depreciation. Social workers have the correct intentions and prerequisites for establishing mutual acknowledgment in client relationships, but they rarely notice client recognition. It appears that the intrinsic rewards in some way make up for the perceived lack of appreciation. (Walinston.2019)

As a result of clients' unfavourable experiences with the services and the general public's perception of social assistance, social workers frequently report feeling unappreciated or undervalued. Discretionary services, like social services, are relatively likely to lead to negative perceptions among those receiving social benefits and to suspicions of discrimination and abuse on the part of service providers. The unhappiness and negative emotions of claimants whose requests for assistance or benefits have been denied are therefore likely to come into contact with social service employees who are mandated to exercise professional judgement to determine whether the claimants should indeed be granted cash benefits. The stigmatisation of social assistance beneficiaries and the various forms of social exclusion experienced by the clients with whom they interact may be to blame for the stated dislike. Social work is connected to poverty and hardship since means-tested public distribution system is intended for the most vulnerable and impoverished groups of the population. (James,2018)

The findings of this study support the hypothesis that recognition is a significant source of satisfaction for social workers. Being recognised is intimately related to occupational self-perception and professional identity since societal acceptance is linked to the issue of validity. Even though social work has a formal knowledge base and is intended to solve problems, social workers rarely receive spontaneous praise or acceptance. claims that the knowledge systems have a symbolic function and are largely used as prestigious ideological basis to elevate and honour professions. According to this viewpoint, the lack of recognition may be due to the job satisfaction of social work, usually performed by women and associated with relatively low status, low earnings, and few career options. As a result, public welfare organisations must respond in a flexible and considerate manner. Making jobs in the social sector appealing and compatible with employees' goals and values is one of the problems. Additionally, the administration must guarantee improved workplace prospects for personal growth through expert staff supervision and educational training. The issue of manageable workloads and resources that are readily available to maintain high levels of job satisfaction as well as to increase positive participation and interest in social service work is raised by the negative impact of job demands that has been reported both by managers and practitioners. Therefore, it is important to recognise the workers' effort and training in order to enable social workers to grow and maximum job satisfaction. In order to mitigate the effects of unfavourable attitudes toward the services they offer and to preserve and improve the professional commitment necessary for working with in human services, organisations must also create a better work environment. (Venogi,2002)

In order to comprehend the many sources and patterns of support in the workplace, the workers stress social support and emphasise the significance of focusing on organisational culture. The findings also show that in firms, leadership is a critical

element that will affect employee work satisfaction. Leaders must establish supportive structures and promote effective coping mechanisms in order to equip social workers with the tools they need to boost and maximum job satisfaction. Establishing a socially supportive workplace could thereby prevent turnover and discontent among social workers. Support from coworkers and supervisors can help ease a small amount of emotional tension among employees and give them a more realistic view on customer difficulties by giving them technical knowledge and hands-on training for client work. Coworkers' social support and regular supervision are likely to act as a buffer against the negative consequences of stress and burnout and to offer coping mechanisms for dealing with emotional demands. As a result, social work organisations must show their employees that they are valued, cared for, and appreciated by giving adequate consideration to their emotional needs as well as their work-related responsibilities. In addition, social workers need to feel valued and important to the organisation despite public opposition, and supervision must concentrate on providing them with emotional support to help them deal with stress and unfavourable opinions. The outcome highlights the difficulties and duty on the welfare management to foster a work environment that values and upholds the contribution and worth of social professionals. Finding out what crucial organisational elements influence tenure over time requires an understanding of what drives individuals to stay with one agency over another. Job satisfaction is a factor in both individuals and organizations, and it may add to their shared knowledge base. The majority of the research, however, focuses on child welfare workers and a variety of aspects of job satisfaction. Studies on child welfare are employed because they provide a wealth of data to both public and private organisations. The subjective motive to work in social services may alter throughout the course of a career, and the work may be both difficult and fulfilling. Additionally,

Poso & Forsman emphasise that prospective social work students must be aware of the abilities necessary to manage the stress associated with the profession. Following instructions and producing accurate paperwork are crucial aspects of the job, according to newly hired social workers in the field. Both private and public organisations are increasing employee retention qualms about the calibre of the services offered. minimally skilled When it comes to child welfare, decision-makers with experience in the sector frequently confront difficult choices that may negatively affect service beneficiaries. (Keythen, 2010)

Within the last 15 years, the majority of study on social workers' job satisfaction has focused on public child welfare. Therefore, there are even fewer research that have been undertaken in private or volunteer organisations. The purpose of this study is to investigate job satisfaction and tenure for social workers working in public hospitals. A variety of service recipients are served by hospital social workers. Similar to child welfare services, organisational and bureaucratic conflict is a persistent problem for hospital social work. There aren't many research in this field about hospital social workers' job happiness. Additionally, this study investigates the level of job satisfaction among social workers employed by a private company that assist adults in a daycare medical facility. It will be investigated whether job satisfaction in this area has any bearing on future research on social workers employed by for-profit businesses. Public and private practise saw changes as a result of the advent of managed care and Obamacare. (Jettino,2019)

Acker (2010) notes that, in relation to social workers' experiences with managed care, self-perceived confidence was statistically related with employee burnout. Budget cuts and economic transformation are still major issues today as they were before in the 1980s (Vinokur-Kaplan, 1991). Practicing social workers are employed by public and

private organisations for a variety of reasons, but one crucial element still exists: what draws workers to organisations and what affects tenure over time. In a national study, Barth, Lloyd, Christ, Chapman, and Dickinson (2008) discovered that a number of variables, including the standard of supervisory assistance, were strongly related to job satisfaction in a governmental institution. Diane DePanfilis and Joan Levy Zlotnik (2008) present a common theme among social workers after reviewing the literature on the subject and stating that "leadership and social support provided by both my managers and colleagues are seen as the most crucial components in supporting social workers to continue in their work" (Poso & Forsman, p. 2, 2013). Similar to this, a regional centre performed research utilising recent grads from several social work institutions and discovered that employees of private agencies expressed unhappiness owing to inadequate management and oversight (Vinokur-Kaplan, 1991).

Given that social workers are attentive to and thoroughly engaged in the complex social issues that their clients encounter, it is reasonable to expect that social work is a demanding profession in most countries. Additionally, it has been argued that social work's very nature entails competing tasks and responsibilities, such as acting both as a helper and a disciplinarian of individuals who engage in antisocial behavior. Social work is a demanding job, in which individuals can sometimes work within statutory organisations that are subject to frequent changes of policies and practises, with severe limitations of resources," it is expected that the political, social, and economic "framework" of social work will make job-related stress a permanent feature of social workers' employment. It is frequently considered that occupations characterised by freedom and discretion—qualities that are typical of employment in human services on the front lines—are related with greater than normal levels of perceived role conflicts. Given the high expectations and scarce resources that

frequently characterise social work, it is reasonable to infer that a number of factors influence how role conflicts are perceived. As a result, inherent conflicts may be considered as an inevitable aspect of the job. For instance, they could appear when a social worker is unable to provide clients with the best possible care due to a lack of financial resources or time. An impression of having too many duties could increase the probability of experiencing role conflicts "by itself" because it might be challenging to carry out one's work in accordance with professional standards and ethics under such circumstances. Role conflicts are also frequently thought to be related to workload, not least in human services, as well as social work. (Shlomoviz,2009)

A combination of employee shortages, excessive workloads, reliance on temporary workers, bureaucratic procedures, and bad management can put pressure on workers to complete their tasks. These unfavourable traits may be a reason for low professional satisfaction and emotional tiredness, which may worsen current issues with recruitment and retention. Compared to other job categories in local authorities, the retention and recruitment of social workers is currently a bigger issue. Social workers are very dedicated to their work, inspired by interaction with service users, and believe they truly make a difference in people's lives, despite work constraints and challenges in completing their tasks. Additionally, they appreciate learning from others and working in competent teams. Therefore, it's not surprising that when asked to list the elements that enable them to do their tasks, just as many themes regarding the favourable aspects of the workplace as the unfavourable aspects arose. The most frequently occurring theme was found to be support from supervisors and coworkers. Another benefit that many noted was effective supervision. (Hedger,2009)

Social work must reach the lowest social strata, which calls for structural adjustments. The realisation that the village is not a passing fad, that the industrial

society must be restrained, and that poverty rather than a failure to adapt must be the primary focus of social work intervention has confirmed that the social milieu rather than just the individual is the profession's main client. These and comparable works of literature clearly state that one of the main goals of the social work profession is to reduce poverty. (Lopez, 2007)

First, social work education needs to have an integrated approach incorporating rural development, health, and nutrition to support developmental and poverty reduction oriented in social work programmes.

CHAPTER – III
METHODOLOGY

3.1 Introduction

Job satisfaction refers to a person's level of contentment with their position. People are thought to be more content with their jobs the happier they are in their jobs. Despite their obvious relationship, job satisfaction and motivation are not the same thing. Job rotation, job enlargement, and job enrichment are approaches used in job design to improve performance and job satisfaction. The management style and culture, employee engagement, empowerment, and independent work groups are further factors that affect satisfaction. Social work is a practice-based profession that supports social growth, cohesiveness, and individual and community empowerment. Understanding human growth, behaviour, and social, economic, and cultural structures and interconnections is necessary for social work practise. Professional social work must be transformed into a service using chosen knowledge and a set of social work values. This study aims to understand the level of satisfaction of social work profession in Kerala. This study tries to identify the bio-psycho-social aspects of the social work professionals. Interaction with colleagues, clients as well as supervisors is an important factor which assures job satisfaction which means a comfortable working environment is essential for the professional well being of the employee. However, most of the time, this is not always possible in some settings and may result in disputes. One of the other major factor responsible for job satisfaction is the personal growth of the individual. The organization must be a learning opportunity for the worker. Proper guidance should be followed by the employee which provide enormous learning experiences. After the work the employee must be able to take care of themselves, especially in a profession like social work, self care is most important. The worker must be able to spend quality time with their loved ones. An impression of having too many duties could increase the probability of experiencing role conflicts "by itself" because it might be challenging

to carry out one's work in accordance with professional standards and ethics under such circumstances. Role conflicts are also frequently thought to be related to workload, not least in human services, as well as social work. For a challenging profession like social work, what matters is the pay scale. This research also look at the satisfaction of professional social workers at financial level as well. Financial security and satisfaction plays a vital role in the persistence of employees in social work profession in Kerala.

3.2 Statement of the problem

The social work profession requires skill and knowledge, however the profession is still not well built in the country because it is not a licensed profession as in other countries. As a result, many skilled professionals migrate to other countries where they can earn ten times more payment than here. Work done by the social workers are often underrated in Kerala. The social work profession is a career which can give eternal satisfaction. However, employment in this field creates insecurities for the professionals.

3.3 Significance of Study

A scientific study related to the 'job satisfaction of professional social workers' will help in further studies. There are limited studies related to the job satisfaction of social work professionals in Kerala. Significance of the study is that many social workers who are completed their masters in social work may face struggles in their professional life as it is not a licensed profession in the country. As a result, the qualified professionals in social work may hesitate to work in their own state rather than migrating to other countries where social work is licensed and well established. Moreover, it offers them ten times the payment given in their own country. It is also relevant to notice that there aren't well built organizations to address their problems. As a result of clients'

unfavourable experiences with the services and the general public's perception of social assistance, social workers frequently report feeling unappreciated or undervalued.

3.4 Aim of the study

This study aims to understand the level of satisfaction of social work profession in Kerala. This study tries to identify the bio-psycho-social aspects of the social work professionals.

3.5 Research objectives

3.5.1 General objective

To assess job satisfaction of professional social workers in Kerala.

3.5.2 Specific objectives

- To study about the socio demographic profile of the respondent.
- To assess the ability utilization of social workers in Kerala
- To assess the interpersonal relationship of social workers in Kerala
- To examine the health issues of social workers in Kerala.

3.6 Definition of Concepts

3.6.1 job satisfaction

- **Theoretical Definition:**

Job satisfaction is the sense of fulfilment one experiences while working, which serves as motivation.

- **Operational Definition:**

Job satisfaction refers to a person's level of contentment with their position.

3.6.2 Professional social worker

• **Theoretical Definition:**

A skilled practitioner, a social worker assists individuals, communities, and groups in learning how to live better lives.

• **Operational Definition**

A professional social worker is the skilled practitioner who have graduated their masters in social work.

3.7 Universe

MSW graduates passed within 10 years who work in the profession of social work in Kerala.

3.8 Sampling

Convenience sampling is used for research which is the easiest method for the researcher because the participants were selected based on the availability as well as willingness to answer the questionnaire.

3.9 Inclusion and Exclusion Criteria

- MSW graduates passed within 10 years who are experienced in working in the profession of social work in Kerala are included in the study.
- MSW graduates passed for more than 10 years who are experienced in working in the profession of social work in Kerala are excluded in the study

3.10 Pilot Study and pre-test

The pilot study is conducted to assess the knowledge and information about the research topic. By interacting with alumnis of Bharata mata school of social work, researcher got an outline about their working condition and other problems of the professionals in Kerala. Researcher went through various research articles, books, journals which

helped to understand about the topic. The interaction with the faculty guide of the researcher helped to understand the feasibility of the topic. These helped to get an effective assessment and also get an adequate knowledge and accurate information about the topic.

3.11 Tool of Data Collection

The researcher used questionnaire as the tool for the research. The questionnaire was arranged by using google form and filled by the respondents.

3.12 Method of Data Collection

For the data collection, researcher used the questionnaire. There are 43 questions and it is based on the objectives and the first 9 questions constitute socio-demographic details of the respondent. Other questions are related to job satisfaction, bio-psycho-social aspects of social work professionals in Kerala. Researcher did not force anyone to answer the questionnaire and also made sure that all the personal information of the respondents will be confidential. Researcher communicate with the respondents with honesty and transparency.

3.13 Data Analysis and Interpretation

Data analysis and interpretation of collected data is through SPSS package. Analyzed data is interpreted and represented through charts and tables.

3.14 Limitations

This study is focused on the job satisfaction of professional social workers in the state of Kerala only. Time limit is the main challenge faced during the research because the researcher struggled to manage the academics, internship as well as unexpected and lagged exam schedules. In the beginning it was difficult for the researcher to get data and later data was collected from various social work professionals in Kerala through

networking. One of the other challenges faced by the researcher was the lack of technical knowledge. Researcher found it hard in the data analysis because it felt complicated to do the technical work in SPSS. Moreover, technical issues with the device were also a major problem that caused troubles for the researcher.

3.15 Chapterisation

Chapter I – Introduction

Chapter II – Literature Review

Chapter III – Research Methodology

Chapter IV – Data analysis and Interpretation

Chapter V – Findings and Suggestions

CHAPTER-IV

DATA ANALYSIS AND INTERPRETATION

4.1. Socio-demographic data of respondents

The data given below shows the age of respondents participated in the research questionnaire, it includes the data of 104 respondents. From the table, when we analyze, it is evident that most of the participants are aged between 27 to 33.

4.11. Age

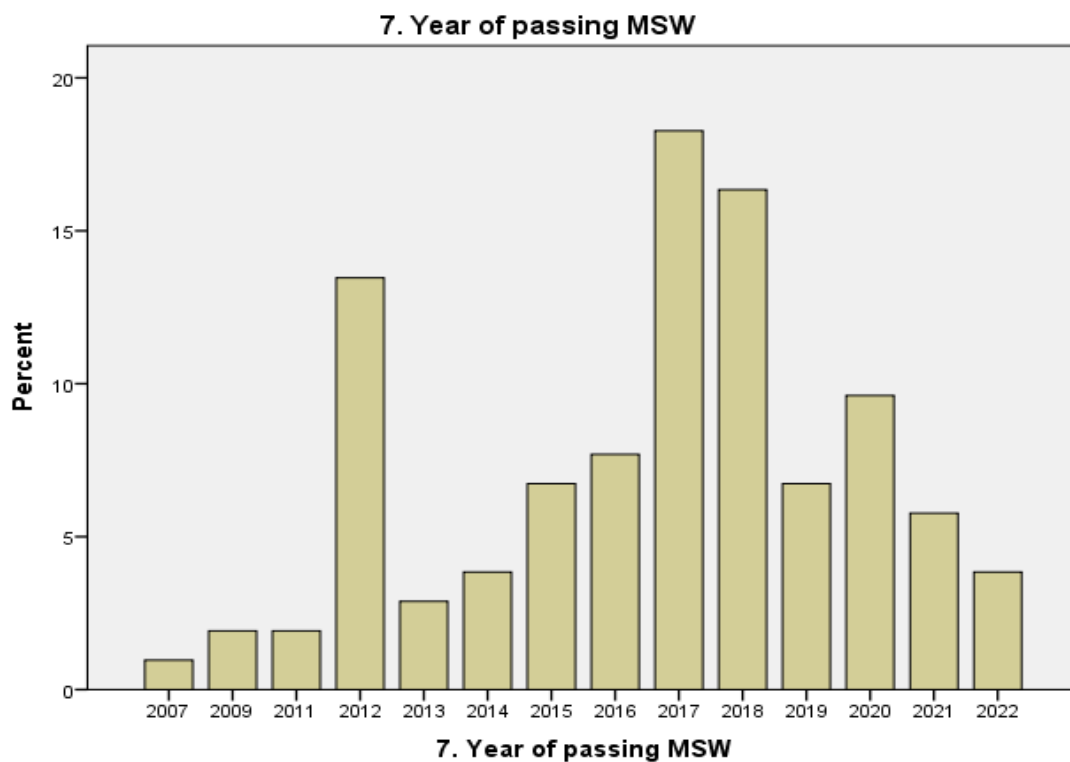
	Frequency	Percent
23	4	3.8
24	7	6.7
25	12	11.5
26	9	8.7
27	13	12.5
28	15	14.4
29	10	9.6
30	3	2.9
31	5	4.8
32	2	1.9
33	12	11.5
34	3	2.9
35	3	2.9
36	2	1.9
37	1	1.0
Total	104	100.0

4.12. Year of passing MSW

The table given below shows the year in which the respondents passed out from their college after completing MSW. By analysing the data, we can see that most of the participants have completed their MSW in the year of 2017, and followed by 2018

	Frequency	Percent
Vali 2007	1	1.0
d 2009	2	1.9
2011	2	1.9
2012	14	13.5
2013	3	2.9
2014	4	3.8
2015	7	6.7
2016	8	7.7
2017	19	18.3
2018	17	16.3
2019	7	6.7
2020	10	9.6
2021	6	5.8
2022	4	3.8
Total	104	100.0

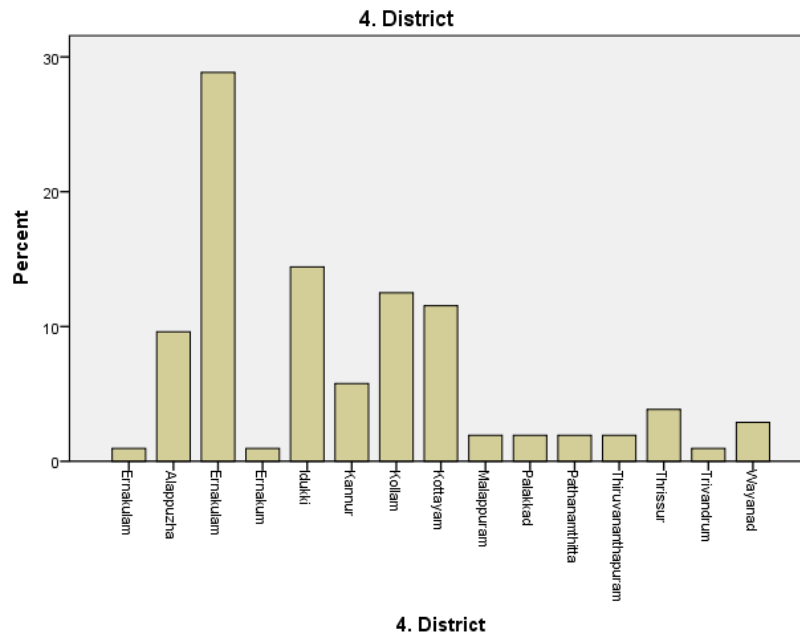
and 2012.



4.14. District of the respondents

Most of the respondents were from the district of Ernakulam and Idukki. There are 30 respondents from Ernakulam and 15 from Idukki.

	Frequency	Percent
Valid Ernakulam	1	1.0
Alappuzha	10	9.6
Ernakulam	30	28.8
Kozhikode	1	1.0
Idukki	15	14.4
Kannur	6	5.8
Kollam	13	12.5
Kottayam	12	11.5
Malappuram	2	1.9
Palakkad	2	1.9
Pathanamthitta	2	1.9
Thiruvananthapuram	2	1.9
Thrissur	4	3.8
Trivandrum	1	1.0
Wayanad	3	2.9
Total	104	100.0

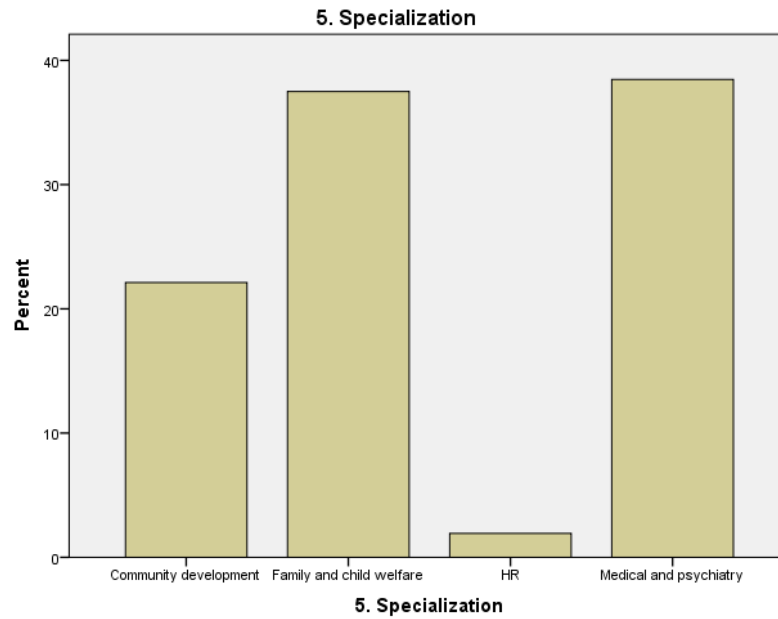


4.15 Specialization

The table below shows the elective specialization the social worker chose while doing MSW. By analysing the table, it is clear that 38.5% of the respondents are specialised in medical and psychiatry and 37.5% respondents are specialised in family and child welfare.

5. Specialization

	Frequency	Percent
Valid Community development	23	22.1
Family and child welfare	39	37.5
HR	2	1.9
Medical and psychiatry	40	38.5
Total	104	100.0



4.16. Marital status of the respondents

The table below show the marital status of the respondents. 51% of them were married and 49% of them live single life.

	Frequency	Percent
Valid Married	51	49.0
Single	53	51.0
Total	104	100.0

4.17. Experience as a social worker

Most of the response for the experience as a social worker was more than five years.

Most of them were working in the profession of social work for more than five years.

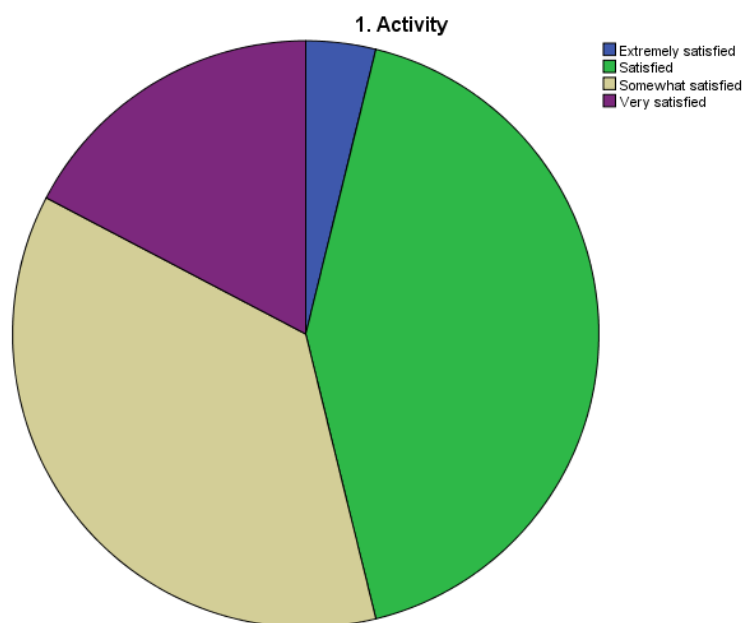
	Frequency	Percent
Valid 1	1	1.0
1 year experience	1	1.0
10 years	1	1.0
Going to be 2 years	1	1.0
less than 10 years	29	27.9
less than 5 years	43	41.3
Less than one year	1	1.0
More than two years	25	24.0
More than one year	1	1.0
One year	1	1.0
Total	104	100.0

4.2. Job satisfaction as a professional social worker

4.21. Activity

The table below shows the opportunity to be active in their profession by the social workers. By analysing the table, we can see that 44 responses out of 104 are satisfied with their time to be active at all times. Only 4 responses says that they were extremely satisfied by the activity of their work,

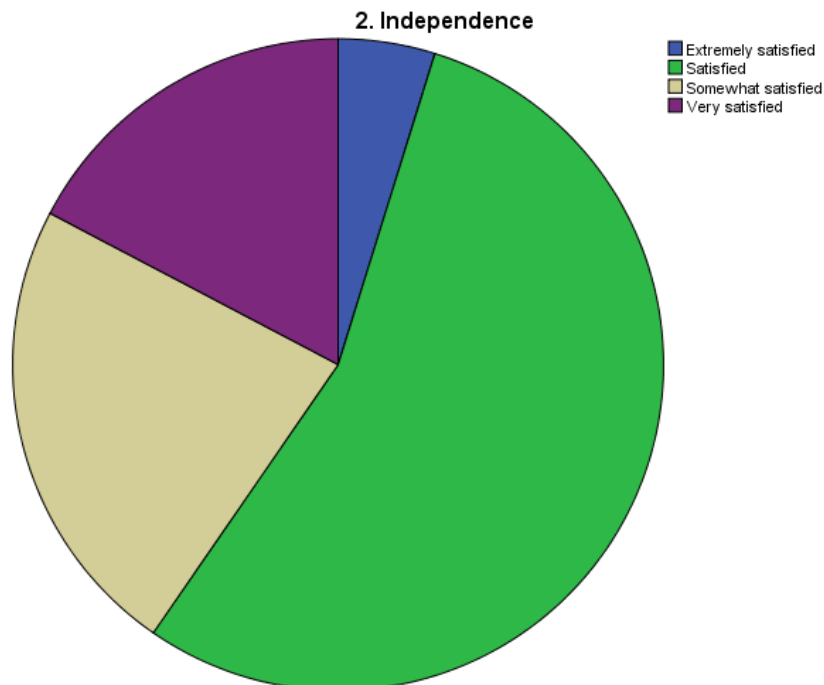
	Frequency	Percent
Valid Extremely satisfied	4	3.8
Satisfied	44	42.3
Somewhat satisfied	38	36.5
Very satisfied	18	17.3
Total	104	100.0



4.22. Independence

The table given below shows the responses of social work professionals in Kerala regarding their opportunity to work individually. The respondents says that 54.8% of them are satisfied with their opportunity to work individually whereas 23.1% says that they were only satisfied somewhat.

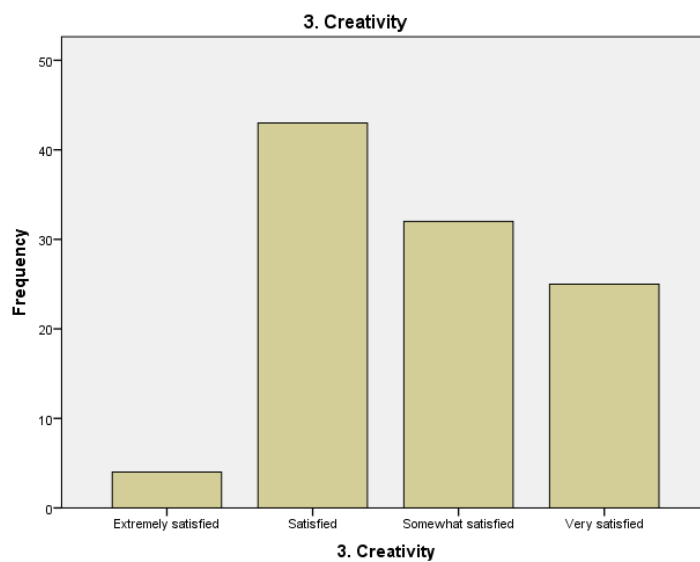
	Frequency	Percent
Valid Extremely satisfied	5	4.8
Satisfied	57	54.8
Somewhat satisfied	24	23.1
Very satisfied	18	17.3
Total	104	100.0



4.23. Creativity

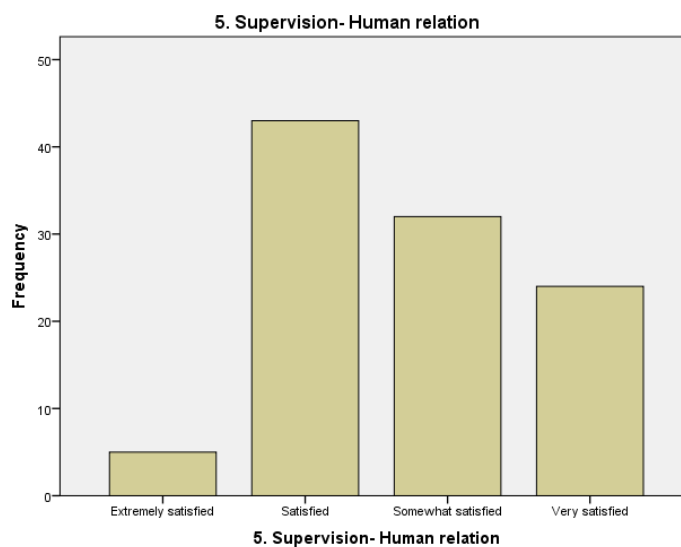
The table given below shows the opportunity got by the social work professionals to try new things in their profession. 41.1% of the participants were satisfied with their opportunity provided to try new things by utilising their creativity.

	Frequency	Percent
Valid Extremely satisfied	4	3.8
Satisfied	43	41.3
Somewhat satisfied	32	30.8
Very satisfied	25	24.0
Total	104	100.0



4.24 Supervision- Human relation

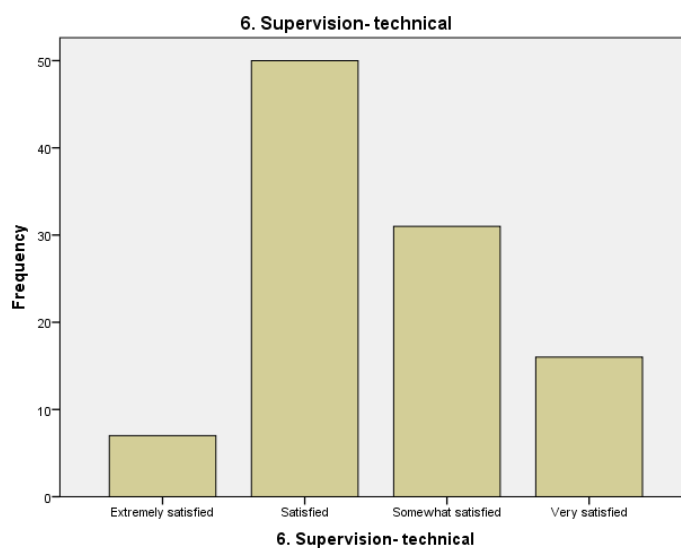
	Frequency	Percent
Valid Extremely satisfied	5	4.8
Satisfied	43	41.3
Somewhat satisfied	32	30.8
Very satisfied	24	23.1
Total	104	100.0



The above graph as well as the table shows the quality of way in which the supervisors treats their staffs. The human relationships at work is really important for the well being of the workers, and when the supervisor shows a bureaucratic behavior it affects the quality of services by the workers. Here we can see that 41.3% of the participants seems satisfied with the relationship with their supervisors whereas only five of them shows extreme sense of satisfaction which can be easily analysed from the graph.

4.25. Supervision- technical

		Frequency	Percent
Valid	Extremely satisfied	7	6.7
	Satisfied	50	48.1
	Somewhat satisfied	31	29.8
	Very satisfied	16	15.4
	Total	104	100.0

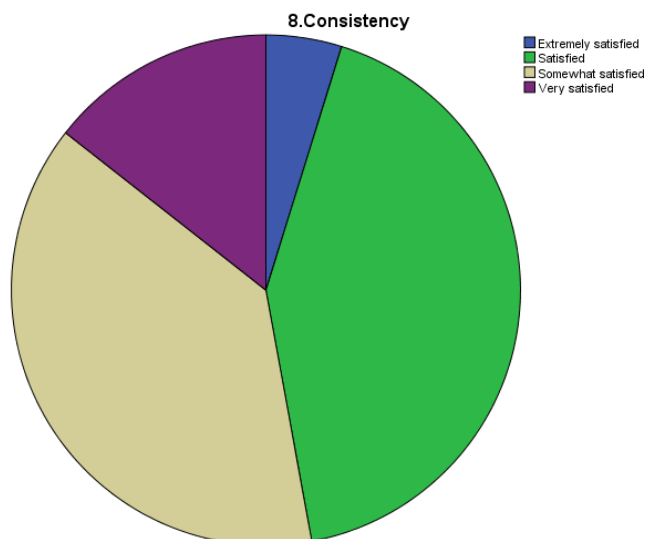


A question was included in the questionnaire regarding the quality of decisions made by the supervisor of the social work professional. Out of five options, most of the social work professionals voted for satisfied which comprises 48.1% of the responses. And followed by somewhat satisfied , comprising only 31% of the responses. From the bar diagram given above, we can identify the ranking of satisfaction of social workers in Kerala.

4.26. Consistency

The social worker was asked about their satisfaction with the consistent work that is offered by their work in the profession. Forty four of them answered that they were satisfied with the consistency of their work. Close to that forty respondents shared that they were satisfied somewhat.

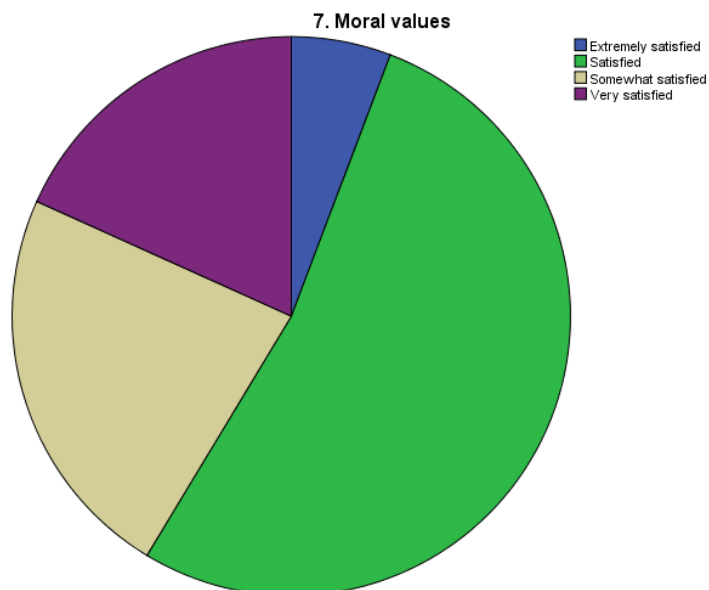
	Frequency	Percent
Valid Extremely satisfied	5	4.8
Satisfied	44	42.3
Somewhat satisfied	40	38.5
Very satisfied	15	14.4
Total	104	100.0



4.27. Moral values

The researcher included a question in the questionnaire which aims to know the opportunity to work in such a way that their moral values are maintained. For this question, the social workers as a majority shared that they were satisfied by keeping their moral values which constitute 55 of the participants.

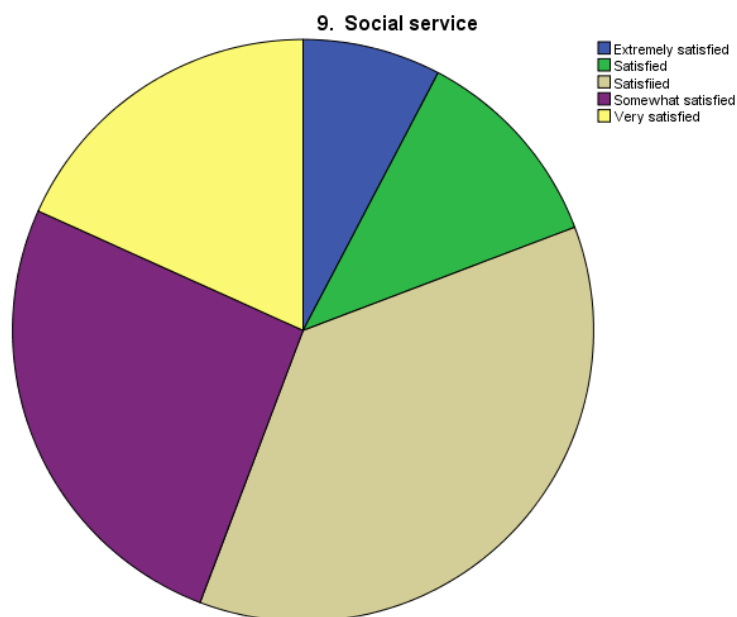
	Frequency	Percent
Valid Extremely satisfied	6	5.8
Satisfied	55	52.9
Somewhat satisfied	24	23.1
Very satisfied	19	18.3
Total	104	100.0



4.28. Social service

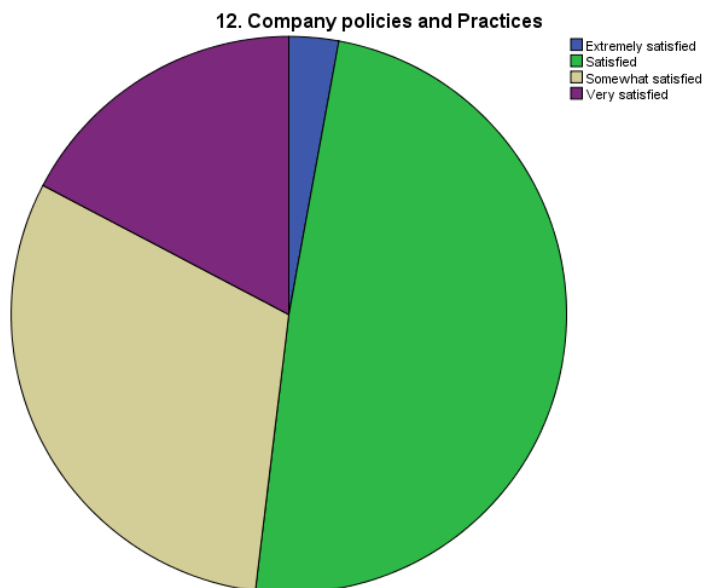
The social work professional was asked about the quality of service provided by them as part of working in an organization. From the table we can understand that 36.5% of the respondents are satisfied with the service provided where as only 27% of them are satisfied somewhat.

	Frequency	Percent
Valid Extremely satisfied	8	7.7
Satisfied	12	11.5
Satisfied	38	36.5
Somewhat satisfied	27	26.0
Very satisfied	19	18.3
Total	104	100.0



4.29. Company policies and Practices

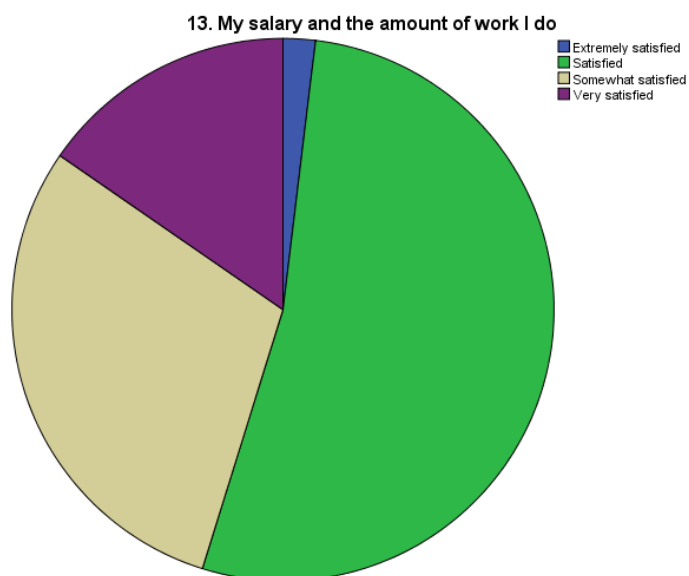
	Frequency	Percent
Valid Extremely satisfied	3	2.9
Satisfied	51	49.0
Somewhat satisfied	32	30.8
Very satisfied	18	17.3
Total	104	100.0



The table given above shows the ability to apply company policies and practices. 49% of the respondents voted that they were satisfied with the company policies and practices 30.8% of the participants where satisfied somewhat only. Only 3 of the participants were extremely satisfied with the company policies and practices.

4.30. My salary and the amount of work I do

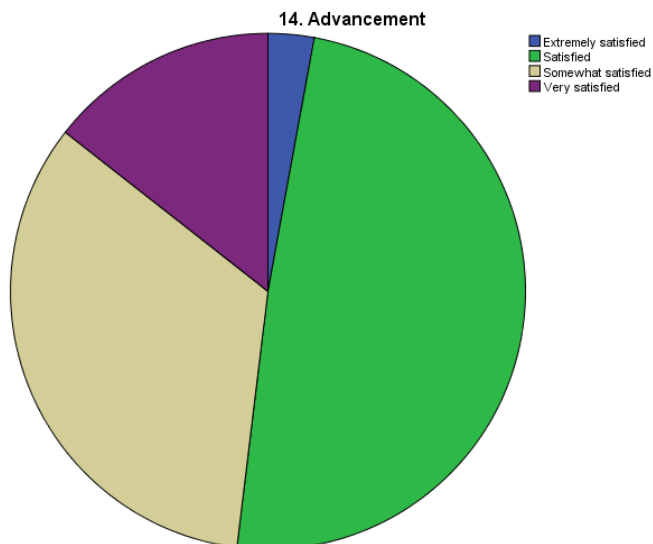
	Frequency	Percent
Valid Extremely satisfied	2	1.9
Satisfied	55	52.9
Somewhat satisfied	31	29.8
Very satisfied	16	15.4
Total	104	100.0



The social worker was asked about the sense of satisfaction when they receive salary. 55 of them said that they were satisfied with the money they get from work. 31 of the participants shared that they were somewhat satisfied with the money they save from work.

4.31. Advancement

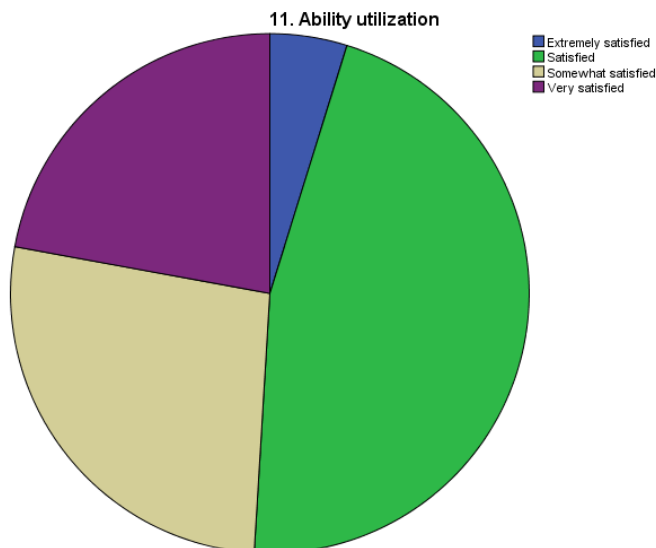
	Frequency	Percent
Valid Extremely satisfied	3	2.9
Satisfied	51	49.0
Somewhat satisfied	35	33.7
Very satisfied	15	14.4
Total	104	100.0



The researcher asked about the chances of advancement in the profession as opportunity of promotion of the position or income. 51% of the respondents shared that they were satisfied with the promotion available in their organization. 35 of them shared that they were only satisfied somewhat. Only 3 of the respondents were extremely satisfied.

4.32. Ability utilization

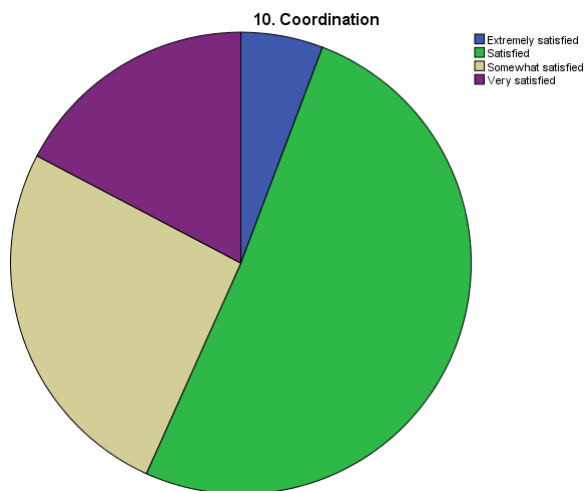
	Frequency	Percent
Valid Extremely satisfied	5	4.8
Satisfied	48	46.2
Somewhat satisfied	28	26.9
Very satisfied	23	22.1
Total	104	100.0



The professional social worker was asked about the opportunities at their work where they can utilize their abilities and knowledge. 48 of the respondents have shared that they are satisfied with the opportunities for utilizing ability and knowledge. 28 of them were somewhat satisfied. 23 respondents were very satisfied and only 5 of them were extremely satisfied with the opportunity.

4.33. Coordination

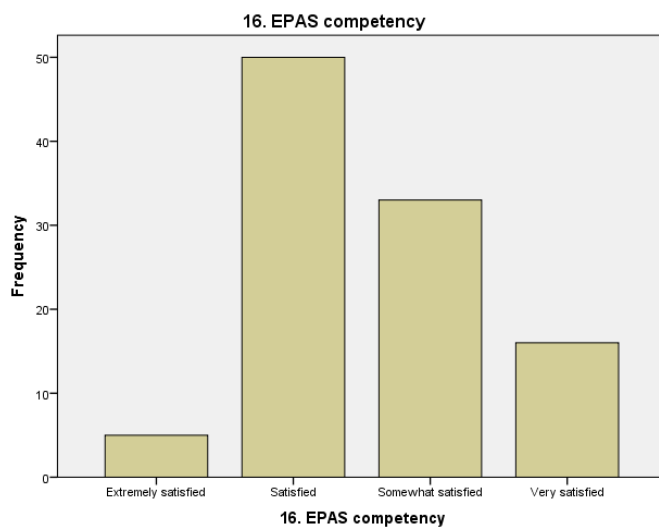
	Frequency	Percent
Valid Extremely satisfied	6	5.8
Satisfied	53	51.0
Somewhat satisfied	27	26.0
Very satisfied	18	17.3
Total	104	100.0



The social work professional was asked about the opportunities got by them to provide service and coordinate them including the beneficiaries. 51% of them were satisfied with the opportunities to coordinate services. 26% of the respondents have responded that they were only somewhat satisfied with the opportunity. 17.3% of the respondents were very satisfied with the opportunities whereas only 6 of the respondents were extremely satisfied with the opportunity.

4.34. EPAS competency

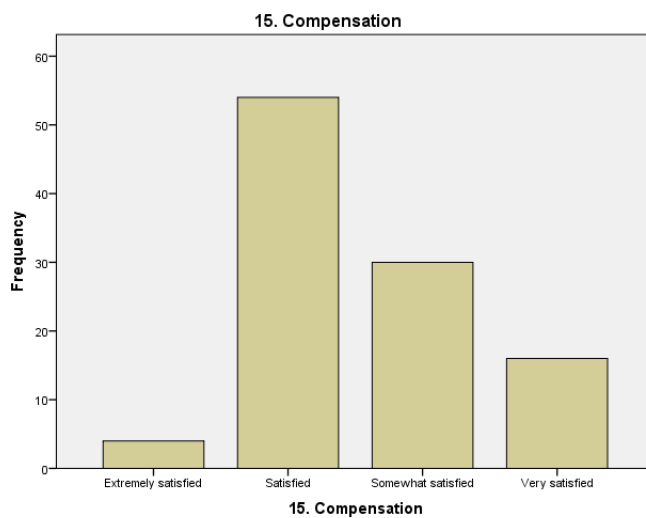
	Frequency	Percent
Valid Extremely satisfied	5	4.8
Satisfied	50	48.1
Somewhat satisfied	33	31.7
Very satisfied	16	15.4
Total	104	100.0



The social work professionals were asked about the opportunities to demonstrate EPAS competencies. 48.1% of the respondents were satisfied with their opportunities to showcase EPAS competencies. 31.7% of the respondents shared that they were somewhat satisfied with the opportunity to demonstrate EPAS competencies whereas only 15% and 4.8% respondents shared that they were very satisfied and extremely satisfied respectively.

4.35. Compensation

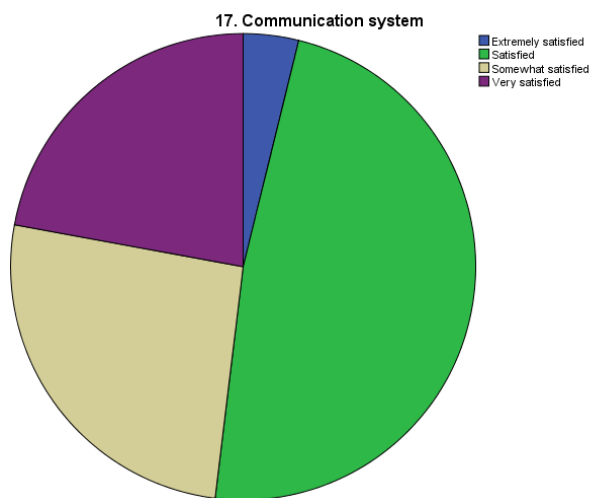
	Frequency	Percent
Valid Extremely satisfied	4	3.8
Satisfied	54	51.9
Somewhat satisfied	30	28.8
Very satisfied	16	15.4
Total	104	100.0



The social work professional asked about the compensation available at their work. From the graph and table can observe that 51.9% of the respondents were satisfied and 28.8% were somewhat satisfied 15% and 3.8% of the respondents were very satisfied and extremely satisfied respectively.

4.36. Communication system

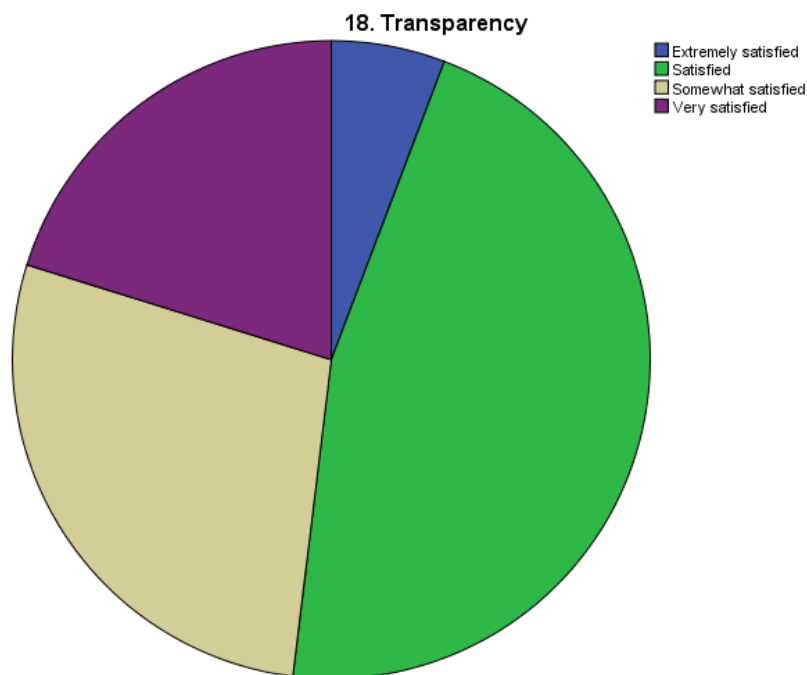
	Frequency	Percent
Valid Extremely satisfied	4	3.8
Satisfied	50	48.1
Somewhat satisfied	27	26.0
Very satisfied	23	22.1
Total	104	100.0



The communication system at work plays an Important role in the smooth functioning of the organization. It affects the quality of service provided in the community and coordination activities. 48.1% of the respondents were satisfied with the communication system at the organization. 26% of them are somewhat satisfied and 22.1% and 3.8% are very satisfied and extremely satisfied respectively.

4.37. Transparency

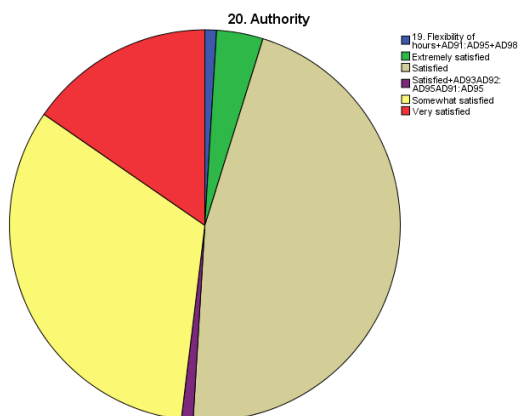
	Frequency	Percent
Valid Extremely satisfied	6	5.8
Satisfied	48	46.2
Somewhat satisfied	29	27.9
Very satisfied	21	20.2
Total	104	100.0



The social work professional was asked about the transparency of their organization and 46.2% of them showed satisfaction but 27.9% of them were somewhat satisfied and 20.1% were very satisfied and 5.8% of the respondents were extremely satisfied.

4.38. Authority

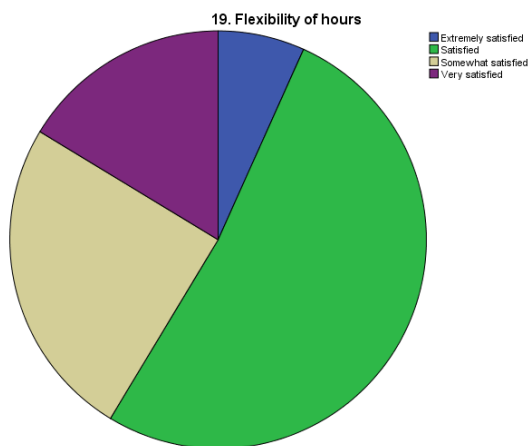
	Frequency	Percent
Valid		
Extremely satisfied	4	3.8
Satisfied	48	46.2
Somewhat satisfied	34	32.7
Very satisfied	16	15.4
Total	104	100.0



The respondents were asked about their power in organization. It represents their autonomy to make decisions and direct others for guiding them. 48 respondents shared that they were satisfied with their autonomy at work whereas 34 of them were somewhat satisfied. 16 respondents were very satisfied only 4 of the respondents were extremely satisfied.

4.39. Flexibility of hours

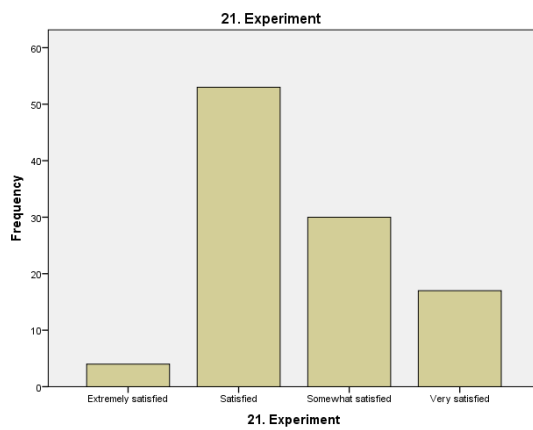
	Frequency	Percent
Valid Extremely satisfied	7	6.7
Satisfied	54	51.9
Somewhat satisfied	26	25.0
Very satisfied	17	16.3
Total	104	100.0



The flexibility of hours determines the effective balance of schedules and tasks at work. The social work is the profession which requires multitasking. The professional social workers participated in the research shared that 54 of them were satisfied but 26 respondents were somewhat satisfied only. 17 of them very satisfied and 7 respondents were extremely satisfied.

4.40. Experiment

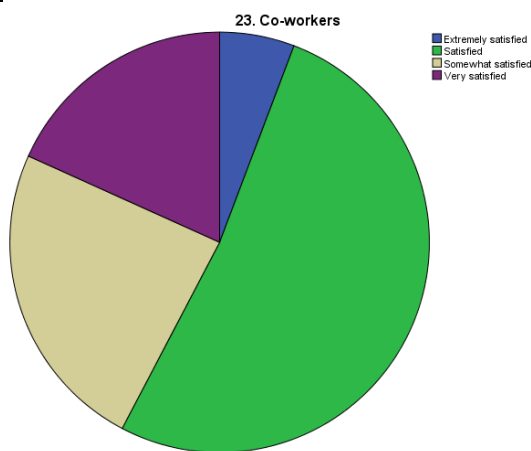
	Frequency	Percent
Valid Extremely satisfied	4	3.8
Satisfied	53	51.0
Somewhat satisfied	30	28.8
Very satisfied	17	16.3
Total	104	100.0



53 respondents out of 104 reported to be satisfied with the opportunity to experiment with co workers at their organization. From the table as well as the graph its clear that 30 respondents are somewhat satisfied and 17 were very satisfied where as 4 respondents were extremely satisfied.

4.41. Co-workers

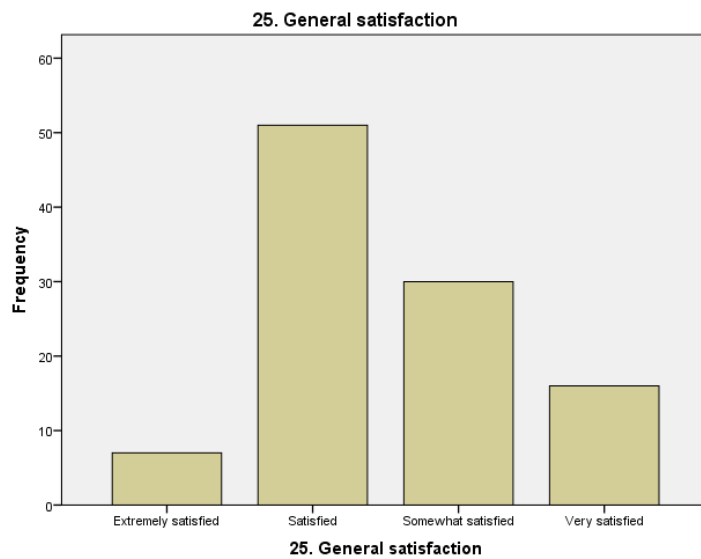
	Frequency	Percent
Valid Extremely satisfied	6	5.8
Satisfied	54	51.9
Somewhat satisfied	25	24.0
Very satisfied	19	18.3
Total	104	100.0



Inter relationships are very important when it comes to good working environments. Good networking and collaboration are important for demonstrate professional social work manners. In this question, 54 individuals were reported to be satisfied with the relationship with colleagues. 25 were somewhat satisfied but 19 professionals are very satisfied but only 6 individuals are extremely satisfied.

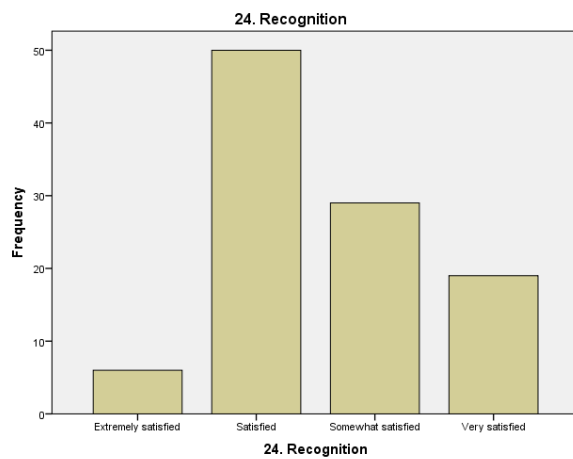
4.42. General satisfaction

		Frequency	Percent
Valid	Extremely satisfied	7	6.7
	Satisfied	51	49.0
	Somewhat satisfied	30	28.8
	Very satisfied	16	15.4
	Total	104	100.0



4.43. Recognition

	Frequency	Percent
Valid Extremely satisfied	6	5.8
Satisfied	50	48.1
Somewhat satisfied	29	27.9
Very satisfied	19	18.3
Total	104	100.0



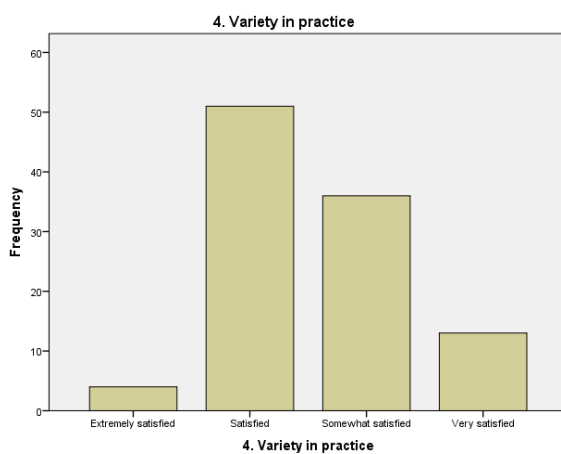
4.44. Working conditions

	Frequency	Percent
Valid Extremely Satisfied	8	7.7
Satisfied	57	54.8
Somewhat satisfied	25	24.0
Very satisfied	14	13.5
Total	104	100.0



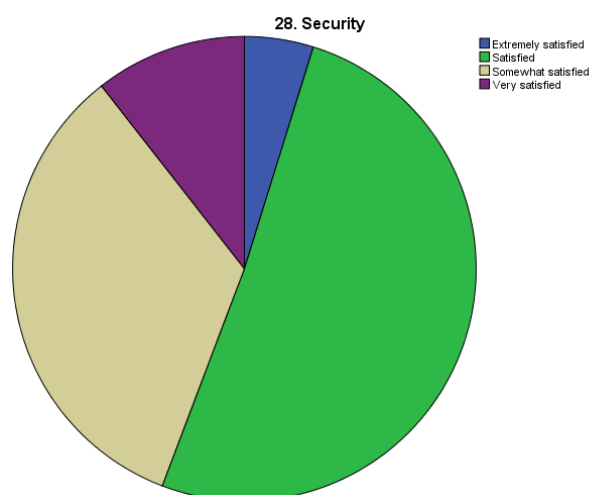
4.45. Variety in practice

	Frequency	Percent
Valid Extremely satisfied	4	3.8
Satisfied	51	49.0
Somewhat satisfied	36	34.6
Very satisfied	13	12.5
Total	104	100.0



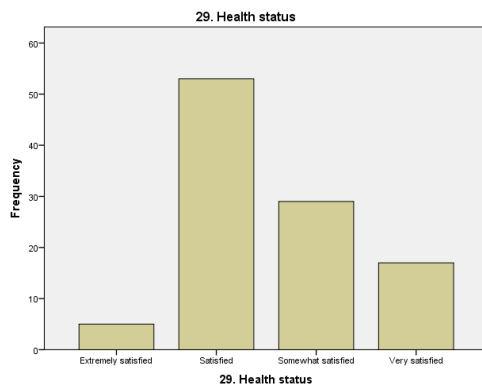
4.46. Security

	Frequency	Percent
Valid Extremely satisfied	5	4.8
Satisfied	53	51.0
Somewhat satisfied	35	33.7
Very satisfied	11	10.6
Total	104	100.0



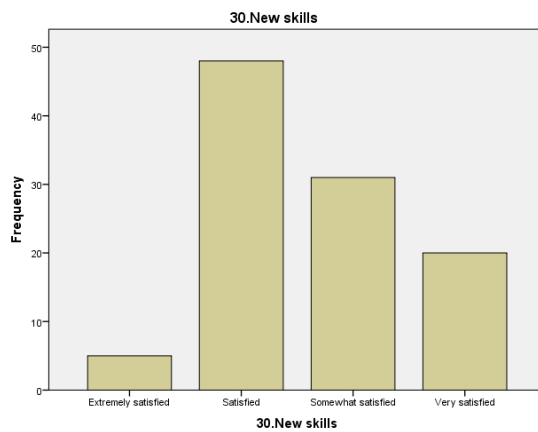
4.47. Health status

	Frequency	Percent
Valid Extremely satisfied	5	4.8
Satisfied	53	51.0
Somewhat satisfied	29	27.9
Very satisfied	17	16.3
Total	104	100.0



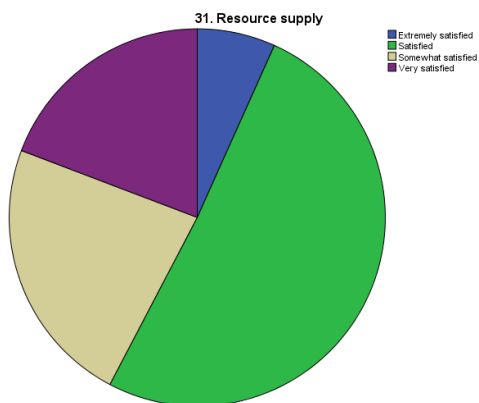
4.48. New skills

	Frequency	Percent
Valid Extremely satisfied	5	4.8
Satisfied	48	46.2
Somewhat satisfied	31	29.8
Very satisfied	20	19.2
Total	104	100.0



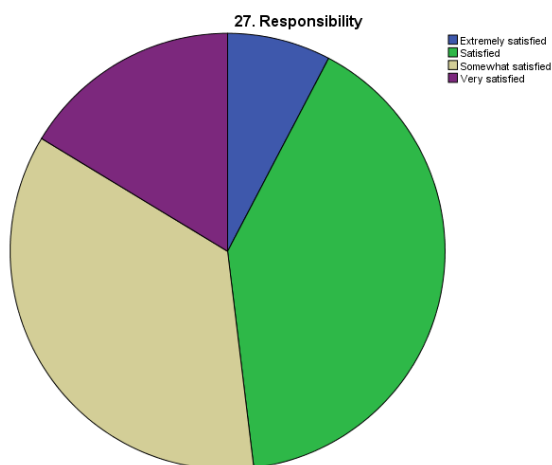
4.49. Resource supply

	Frequency	Percent
Valid Extremely satisfied	7	6.7
Satisfied	53	51.0
Somewhat satisfied	24	23.1
Very satisfied	20	19.2
Total	104	100.0



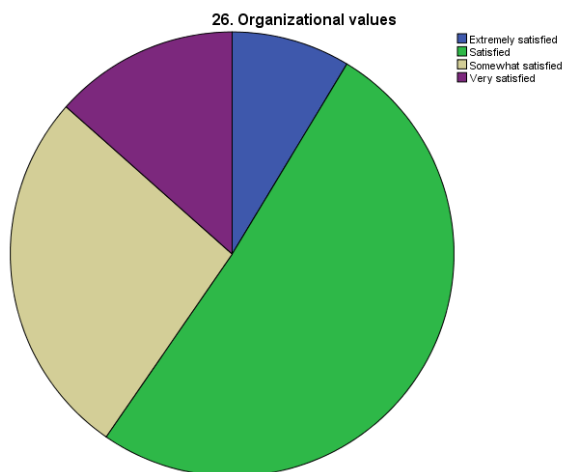
4.50. Responsibility

	Frequency	Percent
Valid Extremely satisfied	8	7.7
Satisfied	42	40.4
Somewhat satisfied	37	35.6
Very satisfied	17	16.3
Total	104	100.0



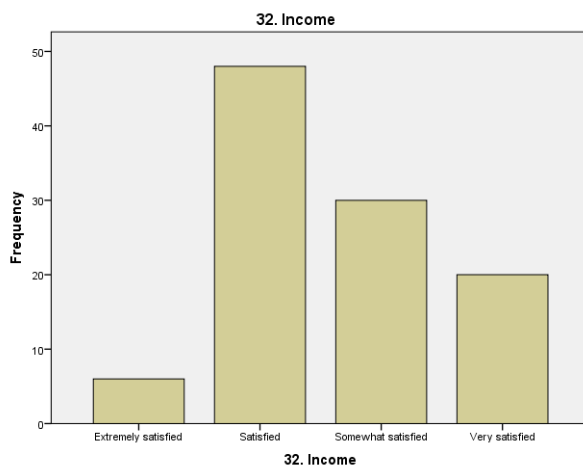
26. Organizational values

	Frequency	Percent
Valid Extremely satisfied	9	8.7
Satisfied	53	51.0
Somewhat satisfied	28	26.9
Very satisfied	14	13.5
Total	104	100.0



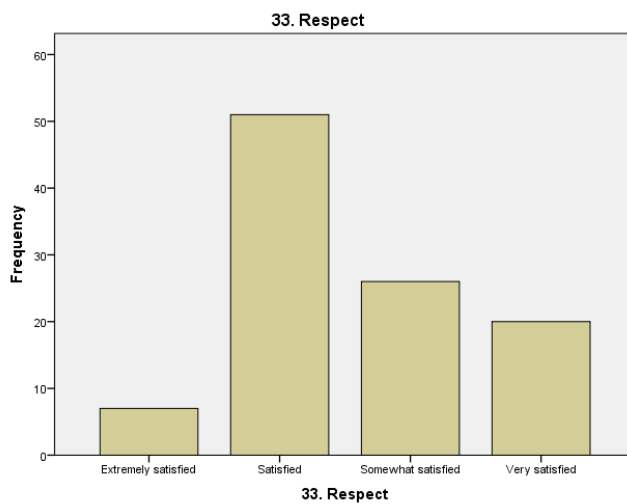
32. Income

	Frequency	Percent
Valid Extremely satisfied	6	5.8
Satisfied	48	46.2
Somewhat satisfied	30	28.8
Very satisfied	20	19.2
Total	104	100.0



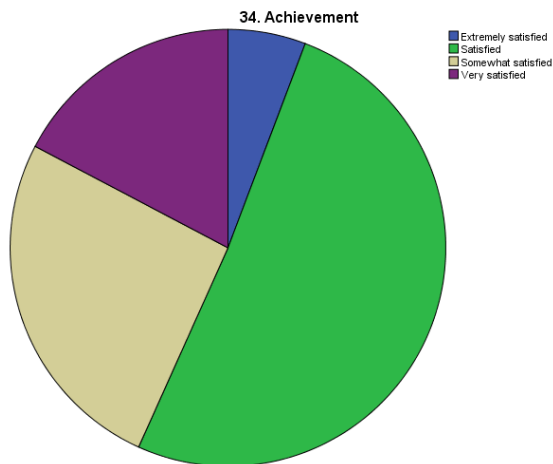
33. Respect

	Frequency	Percent
Valid Extremely satisfied	7	6.7
Satisfied	51	49.0
Somewhat satisfied	26	25.0
Very satisfied	20	19.2
Total	104	100.0



34. Achievement

	Frequency	Percent
Valid Extremely satisfied	6	5.8
Satisfied	53	51.0
Somewhat satisfied	27	26.0
Very satisfied	18	17.3
Total	104	100.0



CHAPTER – V

FINDINGS AND SUGGESTIONS

5.1 FINDINGS

This chapter deals with the findings and suggestions regarding the research. The findings and research are based on the Research. Findings are made on the data collected and analyzed. Suggestions put forward are based on the findings and the information got after interacting with significant people and also based on existing situation.

➤ 5.2.1 Demographic profile of the respondent:

- Most of the participants are aged between 27 to 33.
- Most of the respondents work in the Ernakulam district.
- Most of the respondents have completed their masters in social work in the year of 2017.
- 49% of the respondents were men where as 51% of them constitute women.
- Most of the respondents' marital status were single.
- Majority of the respondents chose medical and psychiatry as their specialization.

➤ 5.2.2 Job satisfaction in the profession of social work

- Most of the respondents 42.3% were satisfied with the opportunity to be active all times
- 54.8% of the respondents share that they get time to work individually at their work.
- 41.3% respondents could try new things at work by being creative.
- 41.3% of the respondents are satisfied with the manner in which the supervisor interact with them.

- 48.1% of the respondents share that their supervisor is good at making the right decisions.
- 42.3% of the respondents are satisfied with the consistency that their work offers.
- 55% of the respondents share that they are able to work in such a way that their work is not against their moral values.
- 36.5% of the respondents are satisfied with the social service they are able to provide at work.
- 49% of the respondents are satisfied with the application of company policies and practices.
- 55% of the respondents were satisfied with the salary provided for the work they do.
- 51% of the respondents are satisfied with the opportunity of promotion at work.
- 46.2% of the respondents are satisfied with utilizing their abilities and knowledge at work.
- 51% of the respondents share that they are satisfied with coordinating activities and guiding people at work.
- 48% of the respondents are able to demonstrate EPAS competencies at their work.
- 51.9% of the respondents are satisfied with the compensation at work.
- 48.1% of the respondents were satisfied with communication system at their agency.
- 46.2% of the respondents are satisfied with the transparency of their organization.

- 46.2% of the respondents are satisfied with their autonomy to make decision at their organization.
- 51.9% of the respondents were satisfied with the flexibility of hours at work.
- 51% of the respondents are satisfied with the opportunity to experiment as a social worker in the profession.
- 51.9% of the respondents are satisfied with maintain good interpersonal relationship with their co workers.
- 49% of the respondents reported to have general satisfaction at work.
- 48.1% of the respondents are satisfied with the recognition they get for work done and their achievements.
- 54.8% individuals are satisfied with their working conditions.
- 49% of the respondents were satisfied with the variety in practice.
- 51% of the respondents are satisfied with the security that the profession offers them.
- 51% of the respondents were satisfied with the health status after getting into the profession.
- 46% of the respondents were satisfied with the opportunity to develop new skills at work.
- 51% of the respondents were satisfied with the resources and guidance supplied by their organization.
- 40 of the respondents were satisfied about the responsibility they have in their organization.
- 51% of the respondents are satisfied on the organizational values.
- 48% of the respondents were satisfied with the money they save from work.
- 49% of the respondents are satisfied with the respect they gain from work.

- 51% of the respondents are satisfied by the achievement they gain from work.

5.2 SUGGESTIONS

- These suggestions are made based on the findings of the study.
- There should be a well built organization to address the problems of social workers in Kerala.
- The social work profession should be a licensed profession in india.
- Pay scale can be raised in india for the social work profession because when it is compared to other countries the profession has very low pay scale, for this reason, social workers may prefer to migrate to other countries.

5.3 SOCIAL WORK IMPLICATION

Social workers can play a key role in the fight for their justice, helping to prevent and address the consequences through education, advocacy, community organizing, and research. Social workers can conduct social impact assessment for evaluating job satisfaction of social workers in Kerala.

- Making the profession of social work a licensed profession in India can solve majority of the problems faced by the workers.
- Develop policies for the profession of social work in Kerala.

5.4 FUTURE RESEARCH

- There is a possibility of study for the job satisfaction of social workers in kerala
- Policies can be made by social welfare administration for social workers by assessing the difficulties and challenges in the profession in the state of Kerala.

5.5 CONCLUSION

The study on job satisfaction of professional social workers in Kerala tried to identify the problems faced by social workers in Kerala. The researcher collected data of 104 respondents from various parts of the state. In this study it includes five chapters they are introduction, review of literature, methodology, data analysis, findings and suggestions and all the secondary information were collected from journals, websites and books. Researcher prepared questionnaire for the collection of data.

Most of the respondents 42.3% were satisfied with the opportunity to be active all times. 54.8% of the respondents share that they get time to work individually at their work. 41.3% respondents could try new things at work by being creative. 41.3% of the respondents are satisfied with the manner in which the supervisor interact with them. 48.1% of the respondents share that their supervisor is good at making the right decisions. 42.3% of the respondents are satisfied with the consistency that their work offers. 55% of the respondents share that they are able to work in such a way that their work is not against their moral values. 36.5% of the respondents are satisfied with the social service they are able to provide at work. 49% of the respondents are satisfied with the application of company policies and practices. 55% of the respondents were satisfied with the salary provided for the work they do. 51% of the respondents are satisfied with the opportunity of promotion at work.

46.2% of the respondents are satisfied with utilizing their abilities and knowledge at work. 51% of the respondents share that they are satisfied with coordinating activities and guiding people at work. 48% of the respondents are able to demonstrate EPAS competencies at their work. 51.9% of the respondents are satisfied with the compensation at work. 48.1% of the respondents were satisfied with communication system at their agency. 46.2% of the respondents are satisfied with the transparency of

their organization. 46.2% of the respondents are satisfied with their autonomy to make decision at their organization. 51.9% of the respondents were satisfied with the flexibility of hours at work. 51% of the respondents are satisfied with the opportunity to experiment as a social worker in the profession. 51.9% of the respondents are satisfied with maintain good interpersonal relationship with their co workers. 49% of the respondents reported to have general satisfaction at work. 48.1% of the respondents are satisfied with the recognition they get for work done and their achievements. 54.8% individuals are satisfied with their working conditions. 49% of the respondents were satisfied with the variety in practice. 51% of the respondents are satisfied with the security that the profession offers them. 51% of the respondents were satisfied with the health status after getting into the professtion. 46% of the respondents were satisfied with the opportunity to develop new skills at work. 51% of the respondents were satisfied with the resources and guidance supplied by their organization. 40 of the respondents were satisfied about the responsibility they have in their organization. 51% of the respondents are satisfied on the organizational values. 48% of the respondents were satisfied with the money they save from work. 49% of the respondents are satisfied with the respect they gain from work. 51% of the respondents are satisfied by the achievement they gain from work

These are important facts related to this study. This study was substantiated by rich information and it helped to understand the problem from its root and was also able to suggest some suggestion based in the situations. The existing problems can be reduced to some extend if society is more conscious about the coming generation.

APPENDIX

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QUESTIONNAIRE

Personal details

1. Name
2. Age
3. Gender
4. District
5. Specializaion
6. Marital status
7. Year of passing MSW
8. Monthly income
9. Work experience

Job satisfaction as a professional social worker

1. Being able to be active at all times
2. The opportunity to do work alone
3. The chance to occasionally try new things
4. The opportunity to make a difference in the community
5. The manner in which my supervisor treats their staff
6. My supervisor's capability to make decisions with quality
7. Being able to work in a way that doesn't violate my morals
8. The consistent employment that my job offers.
9. The opportunity to provide services to others

10. The chance to direct people's actions
11. The opportunity to showcase my skills and abilities in work
12. The implementation of company policy
13. My salary and the amount of work I do
14. The likelihood of promotion in this position
15. You have experience working and coordinating efforts with other professionals or agencies
16. You have opportunities to demonstrate EPAS competencies
17. Your work is based on your specialization
18. You find purpose in your work
19. The flexibility of your hours
20. My autonomy to make decisions for myself
21. The possibility to experiment with new approaches to completing this job
22. The working environment
23. The interpersonal relationships of my co-workers
24. The compliments I receive for performing well
25. The sense of satisfaction I experience at work
26. I feel anxious when I think about my future as a social worker
27. I have no self-confidence to tell others about my work
28. I am satisfied with the money I save from my work
29. I feel concerned with my health status after getting this job

30. I have learned many new job skills in this position

31. My department provides all the equipment, supplies and resources necessary to perform my duty.

32. Your knowledge matches your position

33. You gain respect in your work

34. I have energy at the end of each work day to engage in personal interests

1. Not Satisfied
2. Somewhat Satisfied
3. Satisfied
4. Very satisfied
5. Extremely satisfied