

Job Satisfaction of Anganwadi Workers

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ABSTRACT

The research study was conducted in Dharwad taluk of Dharwad district of Karnataka state during 2016-17 to know the job satisfaction of Anganwadi. Co-relation research design was employed in the present research study. Total 150 rural Anganwadi workers (AWWs) were selected randomly for the study. The data was collected from the selected sample through questionnaire. The collected data were tabulated and analyzed by using suitable statistical tools. The results showed that, 32.00 per cent of AWWs possessed mild dissatisfaction followed by mild satisfaction (30.67 %), moderately dissatisfaction (28.00 %), moderately satisfaction (8.67 %), extremely satisfaction (0.66 %) and none of the AWWs belonged to the extremely dissatisfaction category. It was found that, size of family and job performance had positive and significant relationship with job satisfaction. Whereas, age, education, economic status, experience and training of the respondents found to be non-significant with job satisfaction of Anganwadi workers.

Key words: ICDS, Anganwadi workers (AWWs), Job satisfaction

INTRODUCTION

Children are more important assets in all societies. The responsibility of their health and well-being rests on the nation. Any national plan on Human Resource Development should have a prominent place for child-health programmes. For children to grow into healthy and well-adjusted adults, the most important thing is that they need a good start in life. This in turn depends on the good health of their mothers. Children born unhealthy are likely to

suffer from diminished chances of survival. Hence early stages of development are very important. Early childhood developments constitute the foundation for the human development. Early years (first six years) of the life are the most crucial period for the physical, mental, social, emotional and language development. In malnourished child, developmental milestones are delayed.

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Health and nutrition are the most important contributory factors for human resource development. Good nutrition is the fundamental basic requirement for maintenance of positive health. A proper diet is essential from the very early stages of life for growth, development and active life. The early years of zero to three years are crucial periods for brain development which may be adversely affected by malnutrition. India ranked 2nd in the world with over 47 per cent of its children exhibiting some degree of malnutrition. Malnutrition tends to have a detrimental impact on the economic growth of nation and affects the overall productivity.

The sub-schemes of ICDS are supplementary nutrition, non-formal pre-school education, nutrition and health education, immunization, health check-up and referral services. The Anganwadi is the main centre for the delivery of ICDS services at rural areas. An Anganwadi normally covers a population of 1000 in rural or urban slums area and 700 in tribal areas. It provides services to bridge the caloric gap between the national recommended and average intake of children and women.

Anganwadi is having a Anganwadi worker selected from within the local community. The basic work of anganwadi worker is to take care of neonatal, children, adolescent girls, pregnant women and lactating mothers. Attainment of ICDS programme goals depends heavily upon the effectiveness of the Anganwadi workers, which in turn depends upon their knowledge, attitude, performance and practice.

The success of overall efforts of ICDS scheme largely depends on how well the anganwadi worker performs her job. Motivation was important factor affecting performance. AWWs performance was low because of low motivation which was due to dissatisfaction with their job. Hence, present

study was conducted with the objectives of to know the job satisfaction of Anganwadi workers.

MATERIAL AND METHODS

The study was conducted in Dharwad taluk of Dharwad district during the year 2016-17. The Dharwad taluk comprised of two Integrated Child Development Services (ICDS) projects. One is rural based another one is urban based ICDS project. Among two, rural based ICDS project was selected. A list of all anganwadis in the rural area of Dharwad taluk was obtained from the Child Development Project Office at Dharwad. It was found that there were 302 rural anganwadi centres and 302 rural Anganwadi workers in the 108 villages of Dharwad taluk. Among 302 AWWs, 150 rural AWWs were randomly selected as sample for the study.

In the light of objectives set for the study, variables such as knowledge was taken as the dependent variable and variables such as age, education, marital status, caste, type of family, size of family, socio-economic status, experience, training and job performance were taken as independent variables.

The data was collected from the selected sample with the help of questionnaire. The collected data were tabulated and analyzed by using suitable statistical tools. In the present study, scale developed by Kanungo², was used to analyze the job satisfaction of Anganwadi workers with slight modification. According to Pool³, job satisfaction is an attitude that individual maintain about their jobs. The scale consisted of 16 statements the Anganwadi workers were asked to indicate their degree of satisfaction or dissatisfaction for statements and categorized as extremely satisfied, moderately satisfied, mildly satisfied, mildly dissatisfied, moderately dissatisfied and extremely dissatisfied.

RESULTS AND DISCUSSION**Table 1: Profile of Anganwadi workers****n = 150**

Sl. No.	Characteristics	Anganwadi workers		
		Frequency	Percentage	
1.	Age (years)	Young adulthood (35 and below)	72	48.00
		Middle adulthood (36-55)	70	46.67
		Late adulthood(Above 55)	8	5.33
2.	Education	SSLC	93	62.00
		PUC	32	21.34
		Degree	23	15.33
		P.G.	2	1.33
3.	Caste	Upper caste	58	38.67
		OBC	65	43.33
		Schedule caste	17	11.33
		Schedule tribe	10	6.67
4.	Marital status	Married	115	76.67
		Unmarried	8	5.33
		Widow	27	18.00
5.	Family type	Nuclear family	112	74.67
		Joint family	38	25.33
6.	Family size	Small (1-4 members)	94	62.67
		Medium (5-8 members)	53	35.33
		Larger (9 and above)	3	2.00
7.	Locality	Local	146	97.33
		Outsider	4	2.67
8a.	No. of Trainings	Only one training	100	66.67
		Two trainings	40	26.66
		More than two trainings	3	2.00
		No training	7	4.67
8b.	Type of trainings	Only one orientation/job training	100	66.67
		Two refresher training	19	12.67
		Both orientation and refresher	21	14.00
		Other trainings + orientation/job training	3	2.00
		No training	7	4.67
9.	Year of experience	Less than 5 years	28	18.67
		6-15 years	68	45.33
		16-25 years	41	27.33
		26-35 years	13	8.67
10.	Socio-economic status	Upper High (>76)	0	0
		High (61-75)	0	0
		Upper middle (46-60)	11	7.33
		Lower middle (31-45)	95	63.34
		Poor (16-30)	44	29.33
		Very Poor or Below Poverty Line (<15)	0	0

Age

The data in the Table 1 showed that, nearly half of the respondents (48.00 %) were in the age group of young adulthood (less than 35 years) followed by middle adulthood group (46.67 %). Because most of the respondents completed their SSLC and joined the job in time as of the state government advertised posts.

Education

Regarding education 62.00 per cent of AWWs were SSLC, 21.34 per cent were complicated PUC, followed by Degree (15.33 %) and PG (1.33 %). Majority of the respondents completed SSLC, because minimum qualification for appointment of AWW is SSLC as per the norms of the state government and few of the respondents completed PUC, degree and PG.

Caste

From the Table 1 it is clear that, 43.33 per cent of the respondents belonged to OBC followed by upper caste (38.67 %). The possible reason might be that, OBC and upper caste were dominant in the study area and remaining respondents from scheduled caste (11.33 %) and scheduled tribe (6.67 %).

Marital status

With regard to marital status majority of the AWWs (76.67 %) were married. And less number of AWWs were found in widow and unmarried category. In villages parents give more importance to marriage of girls. Since the women after completing their studies they have joined as AWWs. According to Indian law minimum age for marriage is 18 years, respondent were fall under the age group of less than 35 years, so majority of respondents were married.

Family type

In case of family type 74.67 per cent were belonged to the nuclear family. Now-a-days nuclear families are coming to existence because of the working of the family members and people want to live independently. They can full fill their basic needs like education, health. Acquiring facilities at their home and also aspiring more comfort at home these were the probable reasons. Hence most of the

people preferred nuclear families and same was found in the present study.

Family size

Regarding family size it was found that, 62.67 per cent of them belonged to small family size of including 1 - 4 members. This might be due to their awareness regarding benefits of small family norms, the increased cost of living and facing problems in maintenance of big family. Now a days cost of living has been increased. This might be found it good to have small family to lead comfortable life.

Locality

Most of the AWWs (97.33 %) were from the local place *i.e.*, in the same village where anganwadi is situated. This is mainly because of preference was given to local residents while appointing as AWWs. Only 2.67 per cent were from the outside the village or nearby village.

Number and type of trainings taken (last five years)

The information about trainings attended by AWWs (last five years) showed that many (66.67 %) of the respondents had attended only one training programme which might be orientation or job training, 26.66 per cent of them had attended two training programmes (two refresher training/ both orientation and refresher training programme) 4.67 per cent of AWWs had not attended any training programme and only 2 per cent of them had attended three training programmes (Other trainings + orientation/ job training).

Experience

It could be observed that, 45.33 per cent of AWWs had job experience of 6-15 years. The possible reason for this finding may be due to the fact that the minimum age for recruiting the AWW is eighteen years.

Economic status

With regard to socio-economic status of AWWs, majority of them (63.34 %) were belonged to lower middle economic status, this is because the respondents were getting monthly honorarium was only Rs. 6000/- month and they had minimum assets like house, farm land or property. The findings of the present study agree with the findings of Prabha *et al.*⁴.

Table 2: Job satisfaction of Anganwadi workers**n = 150**

Sl. No.	Statements	Ext Sat	Mod Sat	Mild Sat	Mild Dis	Mod Dis	Ext Dis	Job satisfaction index
		F (%)	F (%)	F (%)	F (%)	F (%)	F (%)	
1.	The amount of security in the job	7 (4.67)	23 (15.33)	103 (68.66)	9 (6.00)	5 (3.33)	3 (2.00)	67.66
2.	The kind of rules, policies and practices that govern in the job	6 (4.00)	25 (16.67)	93 (62.00)	10 (6.67)	9 (6.00)	7 (4.66)	65.33
3.	The amount of compensation is reasonably good for living	-	6 (4.00)	23 (15.33)	17 (11.33)	61 (40.67)	43 (28.67)	37.55
4.	The kind of benefit plans (vacation, retirement, medicals and so on) in the job	1 (0.67)	4 (2.67)	10 (6.67)	30 (20.00)	56 (37.33)	49 (32.66)	35.22
5.	The chance of future promotion in the job	2 (1.33)	5 (3.33)	16 (10.67)	39 (26.00)	44 (29.33)	44 (29.33)	38.88
6.	The kind of working conditions (lighting, noise, office space and so on) in the job	2 (1.34)	17 (11.33)	80 (53.33)	15 (10.00)	28 (18.67)	8 (5.33)	58.44
7.	The interesting or enjoyable nature of the work in my job, I feel	4 (2.67)	19 (12.67)	77 (51.33)	24 (16.00)	11 (7.33)	15 (10.00)	59.55
8.	The amount of recognition and respect that receive for the work	5 (3.33)	19 (12.67)	80 (53.33)	17 (11.33)	22 (14.67)	7 (4.67)	60.77
9.	The opportunity I have in my job to work with people I like, I feel	9 (6.00)	15 (10.00)	80 (53.33)	13 (8.67)	18 (12.00)	15 (10.00)	59.88
10.	The technical competence of my immediate superior	5 (3.33)	23 (15.33)	82 (54.67)	13 (8.67)	20 (13.33)	7 (4.67)	62.11
11.	The opportunity to achieve excellence in the work	5 (3.33)	23 (15.33)	73 (48.67)	22 (14.67)	18 (12.00)	9 (6.00)	60.88
12.	The considerate and sympathetic nature of immediate superior	4 (2.67)	20 (13.33)	77 (51.33)	11 (7.34)	23 (15.33)	15 (10.00)	58.44
13.	The kind of responsibility and independence in the job	3 (2.00)	23 (15.33)	84 (56)	13 (8.67)	14 (9.33)	13 (8.67)	61.00
14.	The opportunity for acquiring higher skill	4 (2.67)	19 (12.67)	91 (60.66)	10 (6.67)	19 (12.67)	7 (4.66)	62.00
15.	The amount of compensation for the work	0	6 (4.00)	23 (15.33)	16 (10.67)	52 (34.67)	53 (35.33)	36.33
16.	An overall consideration with respect in the job	2 (1.34)	20 (13.33)	101 (67.33)	12 (8.00)	15 (10.00)	-	64.66
Overall Job Satisfaction Index								55.54

Table 2 shows that, job satisfaction of AWWs. They were satisfied with regard to job security, kind of rules, policies and practices in the job, kind of working condition, interesting or enjoyable nature of the work, recognition and respect from people, opportunity in the job, technical competence of immediate superior, opportunities in the job, considerate and sympathetic nature of the superiors,

responsibilities and independence in work,. They were dissatisfied with regard to compensation, kind of benefit plans like vacation, retirement and medical facility etc. and with regard to promotion. Over all job satisfaction index was 55.54, it means AWWs had job satisfaction up to the extent of 55.54 per cent.

Table 3: Job satisfaction levels of Anganwadi workers**n = 150**

Category	Frequency	Percentage
Extremely dissatisfied (16 - 28)	0	0
Moderately dissatisfied (29 - 42)	42	28.00
Mild dissatisfied (43 - 56)	48	32.00
Mild satisfied (57 - 70)	46	30.67
Moderately satisfied (71 - 83)	13	8.67
Extremely satisfied (84 - 96)	1	0.66

The critical analysis of level of job satisfaction (Table 3) indicates that, 32.00 per cent of AWWs possessed mild dissatisfaction, followed by mild satisfaction (30.67 %), moderately dissatisfaction (28.00 %), moderately satisfaction (8.67 %), extremely satisfaction (0.66 %) and none of the AWWs belonged to the extremely dissatisfaction category. The results in line with Gardharia *et al.*¹ and Vijayavardhini and Aruna Kumari⁵, who also found medium level job satisfaction followed by low and high job satisfaction. When job satisfaction level was divided into two categories *viz.*, job satisfaction and job dissatisfaction, it revealed that 60.00 per cent of them were dissatisfied whereas 40.00 per cent were satisfied with their job.

Overall, majority of the AWWs were dissatisfied with their job. The main reason for their dissatisfaction was inadequate honorarium, salary paid is a vital source of satisfaction. The honorarium they receive was not in proportion to their job performance, due to inadequate honorarium she felt insecurity in the job. Other reasons were her work load, she has to perform other department's works along with her responsibilities, no compensation for the extra work, maintaining too many registers, lack of proper infrastructure facilities in the anganwadi centre, less recognition for good work, no freedom of work and less opportunities might be the reasons for dissatisfaction.

Table 4: Correlation coefficients between selected factors and job satisfaction of Anganwadi workers
n = 150

Sl. No.	Independent variable	Pearson correlation coefficient 'r' value
1.	Age	-0.056
2.	Education	0.073
3.	Size of family	0.169*
4.	Socio-economic status	0.050
5.	Experience	-0.017
6.	Training	0.107
7.	Job performance	0.161*

* Significant at 0.05 level

The critical analysis of the Table 4 revealed the relationship between selected factors and job satisfaction of AWWs. The variable namely size of family was positively and significantly correlated with job satisfaction of AWWs at five per cent level. The reason might be that, as family size increases the members in the family distribute their work at home and they get time to work outside. AWW can devote more time to the anganwadi children and can have job satisfaction. In case of job performance, good performer had fully involved in the job and understands the intricacy of job and do justice to the job. So the job performance is directly related to the job satisfaction.

Further, the job performance was tested with job satisfaction of AWWs. It was found that, this variable was positively and significantly correlated at five per cent level. The job satisfaction and job performance are

related to mental acceptance of the job. The job satisfaction will serve as a spur to employees to do their job better and those who performing their job better are likely to derive high satisfaction in their job.

Age was found to be non-significant with job satisfaction of AWWs. The probable reason for this kind of no relationship might be that, AWW with young age or older age group, they have to perform same job in the anganwadi as a Anganwadi worker. And experienced worker also don't have benefit plans like promotion, increased salary in the AWW job.

Education of the AWWs was non-significant with job satisfaction. SSLC based AWWs or degree, PG based AWWs would get same salary. This disparity might have contributed to non-significant finding. So, the education has not influenced job satisfaction. Whereas it might influenced by other factors

like co-ordination in the working environment, salary, recognition and opportunities in the job.

Economic status was also non-significant with job satisfaction of AWWs. It indicates that, AWWs had similar pattern of job satisfaction, regardless of their economic status.

Job experience might not have resulted in any type of considerable gain for the AWW in their job satisfaction. Whatever knowledge gain they had due to their service experience in the job might not have any bearing on their job satisfaction. Hence, non-significant relation was found between experience and job satisfaction of AWWs.

There was no relationship found between training programme and job satisfaction of AWWs. The reason for this kind of finding may be due to the fact that job satisfaction is related to human psychology and are the results of interactions among several factors like working environment, salary, recognition in the job as well as in surrounding and other factors related to job. Hence, the effect of a single factor like training was not expressed in the present investigation.

CONCLUSION

Majority of the Anganwadi workers had dissatisfaction with their job and less than half of the respondents were mildly satisfied. So

the satisfaction is directly related to their job performance. For this suitable working environment should be provided which is in the form of job security, compensation, promotion, infrastructure facilities, recognition for good work and freedom in executing work. So it is necessary to create favorable attitude of its employees towards their job by providing basic necessities.

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