



Gratitude and Job Satisfaction: A Comparative study of males and females in Aviation sector

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Abstract:

Expressing gratitude or thankfulness is not only a 'feel good' emotion attached with the organizational environment but can help employees in many ways. Practising gratitude generates a sense of worth in an employee and also has physical, psychological and interpersonal benefits. Job satisfaction on the other hand is the extent of contentment, satisfaction and self-motivation to do the current job. The sample consisted of 100 employees of which 50 were males and 50 were females between the age group 35-45 years from aviation sector. For the purpose of assessment Gratitude Questionnaire (GQ-6) by McCullough (2002) and Minnesota satisfaction questionnaire (short-form) by David J. Weiss, Rene V. Dawis, George W. England and Lloyd H. Lofquist (1977) were used. The results consist of Descriptive Statistics (i.e., mean and standard deviation), Pearson Correlation and Independent t-Test Analysis. Findings suggest that the average level of gratitude and job satisfaction of males and females are same. Further, positive correlation between gratitude and job satisfaction was established which was significant at the 0.01 level with a correlation of 0.695. On analysing the t-test, no significant difference between gratitude and job satisfaction of males and females was found. Thus, the relationship between gratitude and job satisfaction in aviation sector among males and females is positive but no significant difference between males and females.

Key Words: Gratitude, interpersonal benefit, psychological benefit, Job satisfaction

I. Introduction

When one expresses appreciation for what one has is known as gratitude. Recognizing the value, it is generated from within. Humans differ in the degree for expressing or experiencing gratitude, which means it, can be both a trait (dispositional) or a temporary mood or feeling. But both these processes involve the first step of recognizing the positive outcome and the second step is realizing the external source for that particular good outcome.

It is an emotion, which is social in nature, leading towards strengthening of relationships. The roots of gratitude run /deeply in evolutionary history the survival value it holds for helping others and in return being helped. It is a value as a practice but usually starts with a spontaneous feeling. One has to make conscious effort for it i.e. one can deliberately cultivate the value of gratitude along with its personal and social benefits.

Gratitude generates that climate which reaches the inwards and spreads outwards with the positivity experienced by it. Researches overtime have concluded that sense of being grateful boosts happiness and nurtures both psychological and mental health of an individual even amongst those who suffer with some kind of mental health problems. It leads to the shift of inner attention away from negative emotions and controls the expressing of those negative emotions such as envy or anger, which minimizes the possibilities of depression.

Research also shows that people who express gratitude demonstrate changes in prefrontal cortex, which are lasting indeed leading to heightening sensitivity to forthcoming occurrence of gratitude.

To show people that they are appreciated, gratitude is an unconscious selfless act, which can be said as a present that is freely given. Even when an individual does not expect a return they may as well receive it, as gratitude in a positive way can be contagious. Two processes it can influence can be catharsis and reciprocity.

Reasons for Practicing Gratitude

From the past decade gratitude has been a hit in research for it's benefits.

It is not merely an emotion that leads to satisfaction or makes an individual feel good; it holds the key to various physical, social and psychological benefits.

i). Psychological benefits

Individuals who regularly exercise thankfulness perform better in various areas in terms of mental, physical and emotional health. It does not only lead to lower rates of depression, it also lowers the predictability of depression. While it enhances positive mental state it lowers stress and increases optimism and joy.

ii) Health benefits

Research suggests that gratitude leads to healthier and happier individuals. Regular practice of thankfulness overall improves immune system and physical health and reduces illnesses which are stress induced. It also benefits your sleep add 1 more hour to it as well as in exercising more.

iii). Interpersonal benefits

Grateful individuals build better and stronger interpersonal relationships and romantic relationships. They are also more likely to donate more, do volunteer work, and become more altruistic. They also practice forgiveness more than those people who don't practice gratitude.

Job Satisfaction

It can be described as an extent to which any employee feels content, satisfied with the current job and being self-motivated to complete the tasks given. Factors like job stability, growth in their profession or career and being able to maintain the work life balance leads to a person having job satisfaction.

Factors affecting Job satisfaction: -

- a). **Experience-** when received from different work environments, it can Influence an individual's attitude. Many organizations work hard to make the environment more interesting, which can help employee increase their satisfaction n towards the job.
- b). **Association-** if an employee's current job is similar to the job before it causes association i.e. he/she may derive satisfaction from the previous job.
- c). **Social Learning-** individuals communicate with each other formally or informally in the job, the people who have a similar job profile can develop same feelings for their work and can communicate better.
- d). **Heredity-** according to a research about 30 per cent of satisfaction in the work environment is based on heredity.

Its Importance:

For any organization it is very essential to have employee who is satisfied with their job as this individual is able to provide the best of their capability. Two things, which are important for an employee, are work-life balance and a sturdy career growth. When he/she feels content with the company they are working for, an employee delivers best of his/her efforts in it. Job satisfaction is important both for an employee i.e. having job stability, good gross salary etc., and as well as for the employer to get the best out of their workers. If employees are satisfied they bring in more efficiency in the work place, increases employee loyalty, results in higher profits of the company and retention of employees is possible.

Gratitude and Job Satisfaction

Expressing gratitude or thankfulness is not only a 'feel good' emotion when it is attached with the organizational environment. It can help profit an organization in many ways. The sense of worth for an employee will be high when he/she believes that the superiors are appreciative and grateful for the work they have done which can further tip performance of the employee leading to benefit for the company. As mentioned above expression is also benefited from expressing gratitude, which can further impact positively for the organization. This can be done as research shows that individuals who express gratitude have improved mental health and are more optimistic than others, all of these will benefit the organizational environment of that person if effectively applied. Gratitude may impact positively for factors like employee loyalty, job satisfaction, citizenship behaviour reducing employee turnover leading to an increase in productivity and profitability.

The link between job satisfaction and gratitude has not been much researched on which is shocking as job satisfaction is a time-honoured and well accepted measure of wellbeing at organizations.

II. Review of Literature:

Lee, Gu (2019) in their study positively correlated gratitude with organizational; intimacy and wellbeing. It was reported that enhancing gratitude can increase Organizational wellbeing and hence success at the workplace which is key for the long life of an organization.

Cortini, Converso, Galanti, Fiore (2019) their research findings confirms that three different types of gratitude: dispositional, collective, and relational. are forecasters of job satisfaction and performance as per their mediation model. It is also used for training interventions.

Locklear, O'Neill, Sheridan (2019) their study understands importance of gratitude in organizations. The paper helps in understanding that gratitude has a positive impact on employees in the organization.

Ford, Wang, Jin, et al. (2018) the results of their studies indicated that the support, which is perceived at an organization level, was related to gratitude and anger and that chronic gratitude was related to chronic differences in the citizenship behaviour in an organization.

Mukhtar, Barri & Jassh (2018) their current study suggests theoretical and practical implications of gratitude in the workplace and that a better intervention can be used to measure it in future.

Patil, Biswas, Kaur (2018) in their research found that motivation and happiness are impacted by gratitude. Further, Gratitude, which is personally expressed, has a superior impact towards the team than when done individually.

Youssef, Morgan & Ahrens (2017) their research presented evidence, which supported gratitude as a remedy to work, stress and promotes well-being. It increases attention as concluded in positive psychology.

Narcikara, Zehir et al. (2017) in their study highlighted that gratitude performs as a facilitator in the relationship between organizational identification and servant leadership.

Ritzenhofer, Brosi, Sporrle, Welpe (2017) in their study concluded that leaders' gratitude has a positive effect and pride has a negative effect on their followers. This therefore indirectly leads to satisfaction of the follower and pride reduced the satisfaction. This also leads to reduce in followers' intentions when expressed gratitude towards them.

Mangus, Bock, Jones (2017) in their research concludes that salesperson and customer gratitude has a positive association as pro social behaviour accounts for it. All combined together explains mechanisms for positive effect of customer commitment and salesperson thankfulness, which is essential for buyer seller interactions for building long term relationships.

Do (2016) the dissertation concludes that knowledge of gratitude act as a facilitator for self interest in an organizational setting.

Fehr, Fulmer & Miller (2016) in their research constructed a model of gratitude, which had episodic gratitude at event level, and persistent gratitude at subjective level and concluded that understanding of gratitude can play as an influencing emotion at multiple levels in an organization.

Sood, Bakhshi & Singh (2015) their findings specify that organizational commitment, life satisfaction and gratitude are correlated and gratitude acts as a link to both of them as well as promotes their growth.

Son, Yang & Suh (2015) in their study concluded that positive job attitude like job satisfaction, organizational commitment was positively correlated with gratitude of female workers. It is also positively correlated with wellbeing.

Brooks (2015) the program focused on encouraging employees to recognize others at all levels. Attitude for gratitude was repeated two consecutive years, which showed extraordinary increase employee participation and gained positive feedback. The study concludes that a positive work environment increases patience and teamwork.

Raggio, Walz, Godbole (2014) in their research concluded that in relationship success gratitude should be more included and practiced to develop buyer-seller relationships as well a enhance them.

Arshad, Statist (2014) their studies show a significant relationship between job performance and gratitude. The moderating link is the anticipated gratitude for CSE and anticipated guilt is for lower levels of it.

Hyodo, Page & Winterich (2013) conducted four studies using demographics and concluded that manifestation of gratitude promoted pro-organizational skills and attitudes

Waters (2012) concluded in his research that all 3 types of gratitude are positively correlated with an employee's job satisfaction in an organization. He also came to the conclusion that dispositional gratitude was not a significant interpreter of job satisfaction.

Dewani, Sinha (2012) in their study concluded the relationship between trust, commitment, well-being, loyalty with gratitude and it was concluded that it expanded the marketing research with other demographics like age, gender enhances the explanation of marketing relationship theory

Spence, Jeffrey (2010) their findings validate that in OCB within person variability is related to state gratitude, which is a relevant predictor for it. It also helps with work performance.

Kashdan, Mishra, Jeffrey & Froh (2009) in their research demonstrated that females are more likely to express and feel gratitude as well as make critical evaluations of it leading to more benefit as compared with men.

III. Methods

Aim:

To study the relationship between gratitude and job satisfaction in Aviation sector among males and females.

Objective:

- a) To assess the relationship between gratitude and job satisfaction in aviation sector.
- b) To assess the difference in job satisfaction and gratitude among males and females in aviation sector.

Hypothesis:

- a) There will be a significant positive relationship between gratitude and job satisfaction in aviation sector.
- b) There will be a significant difference in gratitude and job satisfaction among males and females in aviation sector.

Sample:

A sample of 100 individuals was taken, wherein 50 were males (between the age-range of 35-45 years) and the other 50 were females (between the age-range of 35-45 years).

TABLE 1

SAMPLE SIZE (N)	MALES (35-45 YEARS)	FEMALES (35-45 YEARS)
100	50	50

Tools Used:

1. Minnesota job satisfaction questionnaire (short-form) was given by David J. Weiss, Rene V. Dawis, George W. England and Lloyd H. Lofquist (1977)

Its Internal consistency- the reliability coefficients obtained were high. On the general satisfaction scale, the coefficients varied from .87 to .92.

Median reliability coefficients were .90 for general satisfaction. Evidence for validity of the short form of MSQ is available from 2 sources:

- a) Occupational group differences- total group mean was 74.85, total group standard deviation was 11.92. It indicates that occupational group difference in mean satisfaction scores were statistically significant.
 - b) Relationship with satisfactoriness – the highest correlation between a satisfaction scale and a satisfactoriness scale was .13. These findings show that less than 2 per cent of the variance was common between any satisfaction scale and any satisfactoriness scale. The canonical correlations were also computed which was .12 indicating that about 1.5 per cent of the total variance of the canonical variates was common variance. These data support the expectation that satisfaction and satisfactoriness are independent set of variable and therefore support the validity of MSQ scales as measures of satisfaction.
2. The Gratitude Questionnaire (GQ-6) given by McCullough (2002) was used.

This questionnaire was studied through test-retest, cronbach's alpha and split half reliability. The results show that the scale satisfies item analysis, convergent validity, internal consistency, test-retest and split-half reliability. Taken together the GQ-6 possesses good psychometric qualities.

Procedure

The study was conducted in a public aviation sector of Delhi, where the Minnesota satisfaction questionnaire and the gratitude questionnaire were distributed to participants i.e. 50 males and 50 females and the instructions were provided. Upon completion, the questionnaires were scored and the data was computed. Statistical analysis was done using SPSS and the results were recorded.

STATISTICAL ANALYSIS:

The following statistics were used:

- 1) Descriptive statistics:
 - a) Mean- it is a measure of central tendency, which is determined by the sum of scores divided by the number of respondents.
 - b) Standard Deviation- it is a statistical method that measures the dispersion of a dataset relative to its mean.
- 2) Pearson's Correlation- it is a statistical test that measures the magnitude and the direction of the relationship between two continuous variables.
- 3). Independent t-test analysis- it is an inferential statistical test that determines whether there is a statistically significant difference between the means in two unrelated groups.

IV. Results

TABLE 2.1

The below mention table shows the mean and Standard deviation of employees on their level of Gratitude and Job Satisfaction

	Gender	N	Mean	Standard Deviation
Gratitude	Male	50	34.67	5.54
	Female	50	33.86	6.12
Job Satisfaction	Male	50	73.18	12.40
	Female	50	73.92	15.14

TABLE 2.2

The following table depicts the Pearson's correlation between the variables under study

	Gratitude	Job satisfaction
Gratitude	1	0.695
Job Satisfaction	0.695	1

TABLE 2.3

The table shows the independent t-test analysis of males and females in aviation sector

		F	SIG.
GRATITUDE	EQUAL VARIANCE ASSUMED	0.99	0.32
	EQUAL VARIANCE NOT ASSUMED		
JOB SATISFACTION	EQUAL VARIANCE ASSUMED	2.99	0.09
	EQUAL VARIANCE NOT ASSUMED		

V. Discussion

The aim of this research was to study the relationship between gratitude and job satisfaction in Aviation sector among males and females.

The roots of gratitude run deeply in evolutionary history the survival value it holds for helping others and in return being helped. It is a value as a practice but usually starts with a spontaneous feeling. One has to make conscious effort for it i.e. one can deliberately cultivate the value of gratitude along with its personal and social benefits.

According to Lea Waters(2020) all 3 types of gratitude are positively correlated alongside job satisfaction. Though dispositional gratitude was not a major predictor of job satisfaction when state gratitude was institutionalized.

In this study males in the aviation sector have expressed slightly more gratitude in the organization however, the job satisfaction of both the genders are equal.

Table 2.1 represents the overall Mean and standard deviation of gratitude and job satisfaction of males and females ranging from age 35-45 years. The SD=5.54 for males and SD=6.12 for females along with MEAN=34.67 for males and MEAN=33.86 for females show that the average gratitude and job satisfaction of males and females are same. It further indicates that average gratitude is an accurate representative of the sample however for job satisfaction since the standard deviation is high we can conclude that means fluctuates often for this sample.

Table 2.2 represents the relationship between gratitude and job satisfaction. The results indicate that there is a positive correlation between gratitude and job satisfaction, significant at the 0.01 level. The result is significant at 99% confidence level, which means that there is a 99% chance that the correlation will be positive in a randomly selected sample. The correlation of 0.695 depicts a very high correlation between the two variables i.e. gratitude and job satisfaction.

Finally, Table 2.3 elucidates scores (Sig= 0.32) for gratitude and (Sig=0.87) for job satisfaction. The results of Levene's test for equality of variance (or t Test) show that the average job satisfaction of males and females are equal and there is a slight difference between the job gratitude of males and females but the difference is not significant at the 95% confidence level. Dewani and Sinha in 2012 concluded in their study the relationship between trust, commitment, well-being, loyalty with gratitude and it was concluded that it expanded the marketing research with other demographics like age, gender enhances the explanation of marketing relationship theory.

Fehr, Fulmer & Miller in 2016 constructed a model of gratitude, which had episodic gratitude at event level, and persistent gratitude at subjective level and concluded that understanding of gratitude can play as an influencing emotion at multiple levels in an organization. According to Sood, Bakhshi & Singh in 2015, organizational commitment, life satisfaction and gratitude are correlated and gratitude acts as a link to both of them as well as promotes their growth and lastly, Cortini, Converso, Galanti, Fiore in 2019 confirmed in their research findings that three different types of gratitude are forecasters of job satisfaction and performance as per their mediation model.

Summary and Conclusion

Gratitude generates that climate which reaches the inwards and spreads outwards with the positivity experienced by it. Researches overtime have concluded that sense of being grateful boosts happiness and nurtures both psychological and mental health of an individual even amongst those who suffer with some kind of mental health problems. Job satisfaction can be described as an extent to which any employee feels content, satisfied with the current job and being self-motivated to complete the tasks given. Factors like job stability, growth in their profession or career and being able to maintain the work life balance leads to a person having job satisfaction.

According to the present study, and individual's level of gratitude plays a vital role in increasing job satisfaction. The objectives of the study included to assess the relationship between gratitude and job satisfaction in aviation sector

The results indicate that there is correlation is significant at 99% confidence level, which means that there is a 99% chance that the correlation will be positive in a randomly selected sample. The correlation also depicts a very high correlation between the two variables i.e. gratitude and job satisfaction. The results of Levene's test for equality of variance (or t Test) show that the average job satisfaction of males and females are equal and there is a slight difference between the job gratitude of males and females but the difference is not significant at the 95% confidence level.

Thus, the more gratitude one expresses and practice in an organizational environment the more the job satisfaction. It has also been reported that when employees are satisfied they bring in more efficiency, loyalty and financial gains at the work place.

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