

## Determinants of Youth and Young Adults Work Satisfaction in Lithuania

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### Abstract

The aim of this paper is to disclose the determinants of youth and young adult's work satisfaction in Lithuania. It is accomplished using the results of empirical study of youth and young adults 16-40 years old, (N=551). This empirical study was supported by the Research Council of Lithuania under the National Science Programme 'Challenges for Social Security' project 'Youth and Young Adults Living Conditions and Social Exclusion: Development of Monitoring System'. For the analysis of determinants for youth and young adults work satisfaction, the indicators reflecting different dimensions of working life, working environment, remuneration for work, etc. were selected out of the total data matrix. The analysis using different statistical methods (t-test, regression analysis and variance) was carried out. A work (dis)satisfaction scale consisting of 45 primary indicators was created. The main results of the analysis are the following: 1) women are generally more satisfied with work than men; 2) persons with higher education level are generally more satisfied with work than persons with lower educational achievements; 3) residents of small towns and rural areas are less satisfied with work than residents of urban areas; 4) satisfaction with work is related to other spheres of social life, e.g. emigrational, suicidal attitudes, willingness to support social protest actions, etc.

**Keywords:** youth, young adults, work satisfaction.

### Introduction

Successful integration of youth into the labour market is very important for the society, organisations and young people<sup>1</sup>. The number of young employees is decreasing in the whole Europe. Under the conditions of economic crisis, the labour market of young people especially deteriorated. The lack of working places and decent working/employment conditions influence each person's life. According to the International labour organization, it is noticeable that young people expressed less dissatisfaction about their unsatisfied working conditions. This is caused by several reasons. Firstly, for a large part of young employees dissatisfying work tends to be

temporal. Secondly, youth is one of the most vulnerable group of employees, they less frequently tend to be members of labour unions, require increase their salary and improve their working conditions.

There has been an interest among scholars about subjective wellbeing. This analysis is developed around two main trends: 1) *the analysis of general (life) wellbeing and happiness* (Stutzer, 1999; Oswald, 1997; Clark and Oswald, 1994) and 2) *work satisfaction* (Merkys and Braziene, 2010; Lee and Wong, 2009; Tella et al., 2007; Saari and Judge, 2004; Judge et al., 2002; Judge et al., 2001; Iverson and Maguire, 2000; Kalleberg and Mastekasa, 2001; Souza-Poza, 2000; Iverson and Maguire, 2000; Spector, 1997; Clark and Oswald, 1996). Work satisfaction may also be considered an important factor of individual well being (Diaz-Serrano and Cabral-Vieira, 2005). Many studies suggest that employers benefit from satisfied employees (Nguyen, Taylor and Brandley, 2003). Regarding the relationship between work satisfaction and education, there is a common trend in EU-27: the higher the educational level, the higher degree of work satisfaction among the employees (Tella et al., 2007).

In Lithuania the research and analysis of work satisfaction of youth and young adults is rather limited. It is also important to note that Lithuanian youth and young adults are among the most vulnerable groups in the labour market. This study is targeted to reflect situation of youth and young adults in the context of the work satisfaction.

The research problem addressed in the article may be defined by the following questions: what are the factors causing young people 16-40 years old work (dis)satisfaction in Lithuania? What are the social consequences of young people work (dis)satisfaction?

The aim of this paper is to disclose determinants youth and young adults work (dis)satisfaction in Lithuania.

The methods of research literature analysis, survey research, descriptive analysis, t-test, regression analysis, variance were employed in the research.

### The concept of work satisfaction

Work satisfaction is investigated by several disciplines, e.g. psychology, sociology, management and economics. From economical perspective, a considerable part of the research argues that labour market behaviour influences work productivity, staff turnover, etc. Work satisfaction in the research literature has been defined in

<sup>1</sup> Youth requirements service offers against youth unemployment: <http://www.lijot.lt/Files/Documents/633988296841222844.pdf>

Table 1

**Work role inputs and outputs**

Work role inputs	Work role outputs
Education	High income
Working time	Job security
Exhausting job	Advancement opportunities
Physically demanding	Interesting job
Dangerous job	Work independently
	Help people
	Useful to society
	Relationship with management
	Relationship with colleagues

Sources: A. Sousa-Poza, A.A. Sousa-Poza/Journal of Socio-Economics 29 (2000), 517–538.

several different ways. Mitchel and Larson (1987) examined over 3000 studies over the past 60 years and concluded that there is no universal definition of job satisfaction. A commonly accepted definition of work satisfaction is offered by Locke (1976): ‘the pleasurable emotional state resulting from the perception of one’s job as fulfilling or allowing the fulfilment of one’s important job values’. According to Spector (1997), ‘satisfaction is simply how people feel about their jobs and different aspects of their jobs. It is the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs’ (Spector, 1997). Other scholars, as Sousa-Poza and Sousa-Poza (2000), propose a different definition, that ‘work satisfaction depends on the balance between work-role *inputs* – such as education, working time, effort – and *work-role outputs* – wages, fringe benefits, status, working conditions, intrinsic aspects of the job. The authors argued that, if work-role outputs (‘pleasures’) increase in relation to *work-role inputs* (‘pains’), then job satisfaction will increase (Sousa-Poza and Sousa-Poza, 2000) (Table 1). In the model proposed by the authors work role outputs are based on the self perceived values.

Other theorists (e.g., Rose, 2001) have viewed job satisfaction as a bi-dimensional concept consisting of intrinsic and extrinsic satisfaction dimensions. Intrinsic sources of satisfaction depend on the individual characteristics of the person, such as ability to use initiative, relations with supervisors, or the work that the person actually performs; these are symbolic or qualitative facets of the job. Extrinsic sources of satisfaction are situational and depend on the environment, such as pay, promotion or job security; these are financial and other material rewards or advantages of a job. Both extrinsic and intrinsic job facets should be represented, as equally as possible, in a composite measure of overall job satisfaction. According to Tureikyte (1999), work satisfaction is ‘balanced/misbalanced requirements, aspirations and subjective possibilities to realise these aspirations state of understanding. This state is meaningful not by itself, but as inside behaviour motion’ (Tureikyte, 1999).

*Work satisfaction* generally influences person’s life satisfaction. As Iverson and Maguire (2000) argue, satisfaction with one sphere of personal life (for example, work) affects other spheres of social life. There are some

studies that analyse the interplay between work and life satisfaction. Researchers have distinguished three possible forms of the relationship between work satisfaction and life satisfaction: (1) spillover, where job experiences spill over into non-work life and vice versa; (2) segmentation, where job and life experiences are separated and have little to do with one another; and (3) compensation (individuals seek to compensate for a dissatisfying work by seeking fulfilment and happiness in their nonwork life and vice versa. In this paper the relationship between work satisfaction and general life satisfaction is considered meaningful.

Thus, work satisfaction, which is determined not only by objective work conditions (salary, present duties, the harmony or work group, comfortable working time, etc.), but also subjective factors (with the work related expectations and values) that are one of the essential factors of personal happiness and satisfaction with life (Savicka, 2000). It is argued that work satisfaction influences satisfaction with life or unemployment satisfaction, nor conversely (Iverson and Maguire, 2000). Work and career have impact on health, personal life, leisure, etc. Thus, work satisfaction first of all is social satisfaction, most important personal and group index of life. Moreover, work satisfaction has a functional meaning. It influences qualitative and quantitative work results, speed and precision of task accomplishment, obligations for other individual’s abidance and most important is for the employee’s adaptation in concrete organization. Work satisfaction is a state, when requirements, which employees raise for the work content, format and conditions coincide with subjective realisation possibilities of these requirements evaluation. We may also distinguish general and partial work satisfaction. For example, satisfaction with particular work characteristics: relations in organisation, performed work, etc. (Kalleberg and Mastekasa, 2001). Attitudes towards work can determine how employees value their working qualities and achievements. This is why self-satisfaction or dissatisfaction in concrete cases can positively influence work itself. Luthan (1998) identified three important dimensions to job satisfaction: 1) job satisfaction is an emotional response to a job situation; 2) job satisfaction is often determined by how well outcomes meet or exceed expectations. Job satisfaction represents several related

attitudes which are most important characteristics of a job about which people have effective response: the work itself, pay, promotion opportunities, supervision and co-workers. In particular, Griffin, Dunbar and McGill (1978) found that workers with higher educational level tend to be more satisfied with their job than workers with lower educational level.

Work satisfaction is a universal criterion, explaining employees and working group's behaviour. Sometimes work satisfaction is handled as an integrated measure, consisting of how employees value their own satisfaction with the working situation. The factors influencing work satisfaction differ: employees' requirements according to the content of work and level of conditions, objective working conditions, subjective evaluation of working conditions, etc. Among the factors, influencing work satisfaction, the following characteristics may be distinguished: 1) *objective characteristics of working activity* (working content and conditions) and 2) *subjective perception* (employees' complaints and requirements, employees' qualification and education, working activity standing, periods of working cycle, etc.), material and moral working motivation, bureaucratic regime of organization, personal expectations, etc. (Savicka, 2000). According to Giddens, the following characteristics are important factors influencing work satisfaction: 1) *remuneration for work* – work payment, salary; 2) *activity* – professional activity, gives a basement to acquire and realise knowledge, skills and capabilities; 3) *diversity* – employment, creates situations requiring various responsibilities; 4) *work time structure*; 5) *social networking* – environment of work, relations with other people; 6) *personal identity* – related with the feeling of stable social identity, self-respect, self-esteem and by employment given satisfaction of self-capabilities, related to the stable social identity, prestige, self evaluation, etc. (Giddens, 2005).

Analysis of research literature on job satisfaction, measurement of work satisfaction allows developing a model of indicators, reflecting different dimensions of work satisfaction. The theoretical model of the paper is based on the notion that job satisfaction is determined by what people expect and what they actually receive, e.g. the balance between work role inputs and work role outputs. In our research model the following work role inputs are considered: education, exhausting job, physically demanding and dangerous job. In the further analysis several work role outputs will be considered (high income, job security, advancement opportunities, relationship with management, relationship with colleagues, etc.).

## Research methodology

A representative empirical survey was conducted in the period of October-November, 2011, in the frame of the project 'Youth and Young Adults Living Conditions and Social Exclusion: Development of Monitoring System'. This survey mainly focused on modules of 'Living conditions' and 'Educational background' but also had a module on 'Situation in the labour market'. The sample size was 1079 respondents, but for the purposes of this

article all calculations were made using 551 cases. This was determined by the fact that only 551 of respondents (16-40 years old) were employed at the time of the interview. Female respondents constituted 65 percent of all the respondents. Average age of the respondents is 30 years. Indicators of different dimensions of work satisfaction were selected out of the total data matrix: 7 scales out of 45 primary indicators were created. The main scale in this article is work (dis)satisfaction scale. This scale is relatively long, consisting of 13 items ( $N_{item}=13$ ). This scale consists of 3 *subscales* (Table 2). Other scales reflect the following work aspects: 1) Working conditions; 2) Remuneration for work; 3) Labour union activity; 4) Exploitation at work 5) Exhausting work (Table 2). All these scales form theoretically meaningful inter-correlation matrix. All created scales demonstrate high quality of measurement Composed scales: Cronbach Alfa coefficient ranges from 0.75 to 0.92. After the creation and quality analysis of the scales, the following statistical analysis methods were applied: 1) t-test and one factor ANOVA (impact of sociodemographic variables<sup>2</sup> on working environment was analysed; 2) from the survey data matrix were composed new psychometric scales. These scales reflect the following dimensions: 1) *satisfaction with life* ( $N_{item}=17$ ); 2) *social protest* ( $N_{item}=13$ ); 3) *emigrational attitudes* ( $N_{item}=10$ ) and 4) *suicidal attitudes* ( $N_{item}=18$ ). All four composed scales are distinguished by high measurement quality (tested by applying factor validity and by controlling internal consistency).

The working hypothesis was formulated that common diswork satisfaction (reflected in work (dis)satisfaction scale) may have an impact on four afore mentioned scales: satisfaction with life, social protest, emigrational attitudes and suicidal attitudes. For testing the hypothesis, several stages of statistical analysis were applied. Work (dis)satisfaction scale by applying median criteria was dichotomised into two groups. Based on created grouping indicator discriminant analysis was carried out with every indicator from 4 scales. Reliable and valid scales were created as a result (Table 2). Group differences were tested by t-test and regression analysis. Valency of all scales is that higher value means a socially unfavourable evaluation: dissatisfaction, poorer working environment, stronger emigrational and suicidal attitudes.

## Results

More than half of the respondents indicated that they work in order to survive, their remuneration for work is very low. About two thirds of all the respondents indicated that they do not have career perspectives. About 15 percent of the respondents indicated that they receive part of their remuneration for work illegally; 9 percent of the respondents indicated that this happens 'often' or 'almost always'. Only 8 percent of the respondents are members of the labour unions; 25 percent of the respondents indicated hard working conditions and physical exhaustions.

<sup>2</sup> All countings were doubled and not parametric methods (Mann Whitney and Kruskal Wallis).

Table 2

**Characteristics of scales and examples of items**

The name of the scales	Examples of items	Support to items (%)			N-item	Cronbach alfa	Spearmen Brown
		mean	min	max			
<b>Work (dis)satisfaction</b>	<ul style="list-style-type: none"> <li>I think that at my workplace there is no professional advancement;</li> <li>I am satisfied with my work;</li> </ul>	34,5	9,1	75,8	13	0,81	0,79
<b>Negative aspects of work</b>	<ul style="list-style-type: none"> <li>I work not according to my labour contract;</li> <li>I have no labour contract with my employer;</li> </ul>	11,4	2,4	30,5	7	0,82	0,98**
<b>Working conditions</b>	<ul style="list-style-type: none"> <li>My workload is too high;</li> <li>I am physically exhausted;</li> </ul>	24,3	13	37	7	0,75	0,95**
<b>Exhausting work</b>	<ul style="list-style-type: none"> <li>I have to work overtime;</li> <li>I have to work at night;</li> <li>I have to work on holidays;</li> </ul>	22,6	12,8	29,3	4	0,81	0,98**
<b>Illegal remuneration for work</b>	<ul style="list-style-type: none"> <li>I receive part of my remuneration illegally;</li> <li>For my work I receive materials, goods;</li> </ul>	19,5	4	48	7	0,79	0,96**
<b>Activity of labour union</b>	<ul style="list-style-type: none"> <li>The labour union at my organisation is active;</li> <li>I am a member of the labour union;</li> </ul>	8	3,6	12	3	0,76	0,97**
<b>No labour union at my workplace</b>	<ul style="list-style-type: none"> <li>My employer does not support the existence of the labour union at our organisation;</li> </ul>	9,4	5,8	13	2	-	0,87**
<b>Subjective life satisfaction</b>	<ul style="list-style-type: none"> <li>(-)* I am satisfied with myself;</li> <li>My life situation is desperate;</li> </ul>	9,7	4,5	22	17	0,92	0,89
<b>Suicidal attitudes</b>	<ul style="list-style-type: none"> <li>Sometimes I think about suicide;</li> </ul>	11	4,5	19,3	6	0,77	0,97**
<b>Emigrational attitudes</b>	<ul style="list-style-type: none"> <li>I am looking for a workplace abroad;</li> </ul>	26,3	13,4	54,3	5	0,79	0,97**
<b>Attitudes towards social protest</b>	<ul style="list-style-type: none"> <li>I am disappointed that people are reluctant to protest actively;</li> </ul>	44,9	22,9	63,1	5	0,81	0,98**
<b>Subjective evaluation of health status</b>	<ul style="list-style-type: none"> <li>My health is perfect;</li> <li>I constantly feel stress.</li> </ul>	12,36	5,2	27,4	12	0,88	0,88

Table 3

**Working environment scales inter-correlation matrix, Pearson r coefficients (2-tailed)**

Titles of scales		Work (dis)satisfaction	Exploitation at work	Working conditions	Exhausting working conditions	Active labour unions at the workplace	No labour unions at workplace
Remuneration for work	Correlation	<b>,366</b>	<b>,510</b>	<b>,110</b>	<b>,168</b>	<b>-,042</b>	<b>,136</b>
	Sig. (2-tailed)	,000	,000	,013	,000	,361	,003
	N	504	526	512	509	477	470
Work (dis)satisfaction	Correlation		<b>,363</b>	<b>,237</b>	<b>,142</b>	<b>-,012</b>	<b>,174</b>
	Sig. (2-tailed)		,000	,000	,001	,791	,000
	N		521	510	501	468	459
Exploitation at work	Correlation			<b>,107</b>	<b>,172</b>	<b>-,020</b>	<b>,233</b>
	Sig. (2-tailed)			,014	,000	,661	,000
	N			533	529	487	479
Working conditions	Correlation				<b>,241</b>	<b>,079</b>	<b>,120</b>
	Sig. (2-tailed)				,000	,086	,010
	N				513	475	465
Difficult working conditions	Correlation					<b>-,017</b>	<b>,115</b>
	Sig. (2-tailed)					,711	,013
	N					473	466
Active labour unions at the workplace	Correlation						<b>,037</b>
	Sig. (2-tailed)						,422
	N						480
No labour unions at the workplace	Correlation						
	Sig. (2-tailed)						
	N						

Sig. (2-tailed) – reliability of correlation coefficient, two-sided test, N – the number of observed.

Table 4

Inter-correlation matrix of scales, Pearson r coefficients (2-tailed)

Names of scales		Social protest attitudes	Emigrational attitudes	Suicidal attitudes	Evaluation of health condition
Satisfaction by life attitudes	Correlation	<b>,128</b>	<b>,207</b>	<b>,603</b>	<b>,350</b>
	Sig. (2-tailed)	,000	,000	,000	,000
	N	910	954	964	952
Social protest attitudes	Correlation		<b>,310</b>	<b>,186</b>	<b>,090</b>
	Sig. (2-tailed)		,000	,000	,004
	N		952	936	948
Emigrational attitudes	Correlation			<b>,231</b>	<b>,120</b>
	Sig. (2-tailed)			,000	,000
	N			986	1000
Suicidal attitudes	Correlation				<b>,400</b>
	Sig. (2-tailed)				,000
	N				986
Evaluation of health condition	Correlation				
	Sig. (2-tailed)				
	N				

Sig. (2-tailed) – reliability of correlation coefficient, two-sided test, N – the number of observed.

Table 5

Factor analysis (method of principle components, VARIMAX rotation)

Names of scales	Factors	
	1	2
	<i>Explained scatter 40,2%</i>	<i>Explained scatter 33%</i>
Satisfaction by life attitudes	<b>,896</b>	,078
Suicidal attitudes	<b>,875</b>	,162
Social protest attitudes	,028	<b>,840</b>
Emigrational provisions and intentions	,197	<b>,761</b>

Working environment reflecting scales systematically correlates in between (Table 2). All the coefficients are theoretically meaningful and statistically reliable, except the scale of active labour union (the correlation is close to zero). With reference to this result, one may make an assumption that in organisations that lack labour unions there are better possibilities for vulnerable working conditions, delay in remunerations for work, etc.

Later we will discuss only the effects of socio-demographic variables that make the differences between groups statistically meaningful. Male and female attitudes towards hard work (work at night, work on holidays, etc.) differ almost at a half standard deviation in the male population (tested by t-test). The results of this test are very reliable ( $t=-5.08$ ;  $df=528$ ;  $p=0,000$ ). Intergroup differences reach 0.29 points of standard z-scale and are also reliable ( $t=-2,9$ ;  $df=526$ ;  $p=0,004$ ). Illegal remuneration for work is more common for rural areas or small towns (ANOVA,  $F=2,94$ ;  $df=4$ ; 517; 521;  $p=0,02$ ). Graduates of high schools (colleges and universities) relatively rarely work under difficult working conditions (work at night, work on holidays) (ANOVA,  $F=10,5$ ;  $df=3$ ;

447; 450;  $p=0,000$ ). For graduates of professional school this indicator is 0.30 (Sd) and for graduates of high schools 0.15 (Sd). Illegal remuneration for work is more common for respondents with lower educational qualifications (ANOVA,  $F=2,63$   $df=3$ ; 416; 419;  $p=0,05$  and  $F=5,33$   $df=3$ ; 446; 449;  $p=0,001$ ). Research hypothesis was that work dissatisfying environment may influence subjective evaluation of life, social protest, emigrational attitudes, etc. The higher work satisfaction, the lower all the above mentioned indicators and this relationship is statistically reliable (tested by t-test and regression analysis). These findings will be discussed in more detail. Work dissatisfaction influences satisfaction with life. Differences between compared groups reach about a half of standard deviation (t-test:  $t=-5.75$ ;  $df=477$ ;  $p=0,000$ ; regression analysis:  $r=0.35$ ;  $r=0,125$ ;  $p=0,000$ ). Work dissatisfying activity also influences suicidal attitudes. Differences between groups reach more than third (0.36) of standard deviation (t-test:  $t=-4.39$ ;  $df=492$ ;  $p=0,000$ ; regression analysis:  $r=0.26$ ;  $r=0,067$ ;  $p=0,000$ ). Further, work dissatisfaction influences emigrational attitudes. Differences between groups in standard z-scale reach 0.62

point (t-test:  $t=-7.46$ ;  $df=506$ ;  $p=0,000$ ; regression analysis:  $r=0,48$ ;  $r=0,23$ ;  $p=0,000$ ). Finally, work dissatisfying activity influences attitudes towards social protest. Differences between groups reach almost (0.24) of standard deviation (t- test:  $t=-2.84$ ;  $df=499$ ;  $p=0,005$ ; regression analysis:  $r=0.27$ ;  $r=0,073$ ;  $p=0,000$ ).

Correlation and factor analysis was carried out. All the coefficients are statistically reliable and meaningful. The statistically most important relation exists between subjective well being and suicidal, emigrational attitudes and support to social protest (Table 5). The first factor is meaningful from individualistic psychological perspective (lack of satisfaction with life and relatively high positive attitudes towards suicide). The second factor is meaningful socially, because there are two related concepts of support of social protest and emigrational attitudes.

### Concluding remarks

Summarizing the theoretical discussions, one may assume that there is a number of starting points that researchers on work satisfaction can employ in developing work satisfaction concept and methodology. Some approaches highlight objective work conditions (salary, present duties, the harmony or work group, comfortable working time, etc.). But subjective factors (with work related expectations) are not neglected either.

Work satisfaction may be defined as the balance of the work role inputs (education, working time, exhausting job, etc.) and outputs (remuneration for work, job security, advancement at the workplace, etc.). High income and ability to work independently are also important determinants. Having an exhausting job has the largest negative effect on job satisfaction. This result shows that effort is an important role input.

The empirical research indicated that work dis(satisfaction) in youth and young adults generates positive attitudes towards emigration, suicide, support of social protest. Work dis(satisfaction) directly influences general satisfaction with life. This study has revealed a quite unexpected result that women are generally more satisfied with work than men. According to Souza-Poza (2000), a considerable part of studies indicated that men are more satisfied with work than women.

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### Jaunimo ir jaunų suaugusiųjų pasitenkinimo darbu veiksniai Lietuvoje

Santrauka

Mokslinėje literatūroje pasitenkinimas darbu įvardijamas kaip „subalansuota/nesubalansuota reikalavimų, aspiracijų ir subjektyvaus galimybių realizuoti šias aspiracijas suvokimo būseną. Ši būseną reikšminga ne tik pati savaime, bet ir kaip vidinė elgesio paskata“ (Tureikytė, 1999). Pasitenkinimas darbu veikia bendrą asmens pasitenkinimą gyvenimu. Kaip teigia Iverson ir Maguire (2000), individo pasitenkinimas viena gyvenimo sritimi (pvz., darbu), persikelia ir į kitas jo gyvenimo sritis. Taigi pasitenkinimas darbu, kurį lemia ne vien objektyvios darbo sąlygos (atlyginimas, einamos pareigos, darbo kolektyvo darba, patogus darbo laikas ir pan.), bet ir subjektyvūs veiksniai - pavyzdžiui, su darbu susiję lūkesčiai ir vertybės, yra vienas iš esminių asmeninės laimės bei pasitenkinimo gyvenimu apskritai veiksnių (Savicka, 2000). Teigiama, kad pasitenkinimas darbu labiau įtakoja pasitenkinimą gyvenimu ar nedarbinį pasitenkinimą, nei atvirksčiai (Iverson, Maguire, 2000). Pasitenkinimas darbu yra universalus atskirų darbuotojų ar darbo grupių pačių įvairiausių poelgių aiškinimo bei interpretacijos kriterijus. Pasitenkinimas darbu kartais traktuojamas kaip integrali charakteristika, susidedanti iš to, kaip darbuotojas vertina savo pasitenkinimą atskirais darbinės situacijos aspektais. Veiksniai, įtakojančys pasitenkinimą darbu, įvairialypiai: darbuotojo reikalavimų darbo turinio ir sąlygų atžvilgiu lygmuo, objektyvi darbo sąlygų būseną ir jų adekvatumas subjektyviam vertinimui, asmeninių subjekto pastangų, siekiant norimų darbo sąlygų, ir galimybės veikti tas sąlygas. Tarp veiksnių, įtakančių pasitenkinimą darbu galima išskirti: 1) objektyvias darbinės veiklos charakteristikas (darbo turinys ir sąlygos) ir 2) subjektyvias suvokimo ir peryvenimo ypatybes (darbuotojo pretenzijos ir reikalavimai), darbuotojo kvalifikacija ir išsilavinimas, darbinės veiklos stažas, darbinio ciklo etapai (galutinio darbo proceso rezultato pasiekimo procese galima išskirti pradinį, vidurinį ir galutinį etapus ir pan.), informuotumas, tam tikra materialinė ar moralinė darbo motyvacija (suteikianti darbui reikšmę), administracinis organizacijos režimas, lūkesčiai (jų buvimas ar nebuvimas, atitikimas tikrovei arba neatitikimas), oficialus ir realus dėmesys darbo problemoms, bendra nuomonė (grupės palaikymas arba nepalaikymas) (Savicka, 2000). Pasitenkinimas darbu nėra visiškai individualistinė sąvoka. Anot Blauner (cit. Watson, 1995), svarbūs yra šie socialiniai veiksniai: 1) užsiėmimo reliatyvaus prestižo svarba; 2) nepriklausomybės ir darbo sąlygų kontroliavimo laipsnis – apimantis laisvę nuo hierarchinės kontrolės; 3) laisvė judėti, galimybė reguliuoti darbo tempą bei disponuoti savo laiku; 4) laipsnis, kuriuo kartu dirbantys žmonės dalijasi nedarbine veikla. Parker (1983) nurodo tam tikrus veiksnius, galinčius būti nepasitenkinimo darbu priežastimi: 1) pasikartojančių darbų darymas; 2) kai atliekama tik maža darbo dalis; 3) beprasmis užduočių atlikimas; 4) nesaugumo jausmas; 5) kai yra pernelyg griežtai prižiūrima. Požiūriui į darbą bei pasitenkinimui darbu reikšmingos šios savybės (Giddens, 2005): 1) *pinigai* – darbo

apmokėjimas, atlyginimas, kaip vienas iš pagrindinių pragyvenimo šaltinių, leidžiančių tenkinti savo reikmes; 2) *aktyvumas* – profesinė veikla duoda pagrindą įgyti bei realizuoti žinias, įgūdžius ir gebėjimus; 3) *įvairovė* – užimtumas sudaro kitokias nei buityje situacijas bei suteikia pasitenkinimą dėl įvairių pareigų vykdymo; 4) *laiko struktūra* – darbo ritmas, įgalinantis pagal jį organizuoti kitą laiką bei kasdinių darbų kryptingumą; 5) *socialiniai ryšiai* – darbo aplinka išplečia pažinčių ratą bei suteikia galimybę dalyvauti bendroje veikloje su kitais žmonėmis; 6) *asmens identitetas* – susijęs su tam tikru stabilium socialinio identiteto jausmu, savigarba, savęs vertinimu ir užimtumo suteikiamu pasitenkinimu savo asmeniniais gebėjimais.

Lietuvos mokslo tarybos finansuojamame Nacionalinės mokslo programos projekte „Jaunimo ir jaunų suaugusiųjų socialinė atskirtis ir gyvenimo sąlygos: monitoringo sistemos sukūrimas“ 2011 m. buvo atliktas 16-40 m. jaunimo ir jaunų suaugusiųjų socialinės atskirties rizikos bei gyvenimo sąlygų tyrimas. Iš apklausos duomenų matricos buvo atrinkti kintamieji, atspindintys darbo aplinką, buvo sudarytos skalės, kurios iš viso rėmėsi 45 pirminiais kintamaisiais. Pagrindinė šiame straipsnyje laikytina (*ne*)pasitenkinimo darbu skalė ( $N_{item}=13$ ), susidedanti iš 3 poskalių. Kitos skalės atspindi šiuos darbo aspektus: darbo sąlygos, atsiskaitymas už darbą, profsąjungos aktyvumas, sunkios/varginančios darbo sąlygos. Visos skalės suformuoja teoriškai prasmingą interkoreliacinę matricą. Sudarytų skalių Cronbach alfa koeficiento reikšmės svyruoja nuo 0.75 iki 0.92. Suformavus ir patikrinus skalių kokybę, analizė vyko dviem kryptimis: 1) naudojant t-testą ir vienfaktorinę dispersinę analizę - buvo ieškoma sociodemografinių kintamųjų<sup>3</sup> poveikio minėtiems darbo aplinkos kintamiesiems 2) iš apklausos tyrimo duomenų matricos buvo sudarytos naujos psichometrinės skalės, atspindinčios šiuos dalykus: a) *subjektyvų laimės pojūtį ir pasitenkinimą gyvenimu* ( $N_{item}=17$ ); b) *socialinio protesto potencialą* ( $N_{item}=13$ ); c) *emigracines nuostatas ir ketinimus* ( $N_{item}=10$ ); d) *suicidines nuostatas* ( $N_{item}=18$ ); Visos keturios sudarytos skalės pasižymi aukšta kokybe (tikrinta taikant faktorinę validaciją ir kontroliuojant vidinę konsistenciją). Buvo iškelta darbinė hipotezė, jog bendras (*ne*)pasitenkinimas darbu, atspindėtas skalėje „(*ne*)pasitenkinimas darbu“, gali turėti poveikį minėtoms 4 skalėms – *pasitenkinimui gyvenimu, socialinio protesto potencialui, emigracinėms ir suicidinėms nuostatoms*. Hipotezei tikrinti taikyta kelių pakopų statistinės analizės strategija. Atlikus tyrimo duomenų analizę, paaiškėjo, kad aukštąjį mokslą (kolegiją ar universitetą) baigę sąlyginai rečiau dirba sudėtingomis sąlygomis (naktinis darbas, viršvalandžiai etc.) (ANOVA,  $F=10,5$ ;  $df=3$ ; 447; 450;  $p=0,000$ ). Pavyzdžiui, profesines mokyklas baigusių atitinkamas įvertis nukrypsta per 0,30 standartinio nuokrypio, o aukštąsias baigusių - per 0,15 punkto. Skirtumai tarp kraštutinių grupių siekia 0,4 standartinio nuokrypio. Su nekorektišku elgesiu darbe sąlyginai dažniau susiduria žemesnį išsilavinimą turintys asmenys (ANOVA,  $F=2,63$   $df=3$ ; 416; 419;  $p=0,05$  ir  $F=5,33$   $df=3$ ; 446; 449;  $p=0,001$ ). Iškelta hipotezė, jog bendras nepasitenkinimas darbine veikla gali turėti įtakos subjektyviam laimės pojūčiui ir pasitenkinimui gyvenimu, socialinio protesto, emigracinėms, suicidinėms nuostatoms, pasitvirtino. Kuo didesnis nepasitenkinimas darbine veikla, tuo psichologiškai ir socialiai sąlyginai nepalankiau išreikšti visi 4 minėti kintamieji.

*Reikšminiai žodžiai:* jaunimas, jauni suaugę, pasitenkinimas darbu.

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<sup>3</sup> Visi skaičiavimai buvo dubliuojami ir neparametriniais metodais (Mann Whitney ir Kruskal Wallis).