ABSTRACT

The present work on the problem entitled "A Study of Work Satisfaction and Absenteeism in Relation to Perceived Fairness, Work Culture and Locus of Control" is quite challenging and is the need of time as the literature review indicates no similar study has been conducted on this problem specially in Indian context.

The first chapter of the thesis "Introduction" deals with the concepts viz. work satisfaction, absenteeism, perceived fairness, work culture and locus of control. The phenomenon of satisfaction has always been important for human beings but in the work context it was first coined by Hoppock in 1935, who opined that work satisfaction is a "combination of psychological, physiological and environmental circumstances that cause a person truthfully to say, I am satisfied with my job". Another dependent variable absenteeism which could have been considered to be one of the major indicators of inefficiency. Absenteeism may be described as an unauthorized absence from work which is inversely related with the efficiency of the employees. However, absenteeism cannot be completely eradicated but absence
mechanism can reduce such a behavioural tendency upto a manageable extent.

Another independent variable viz. perceived fairness has been discussed because it is believed to have a greater impact on both work satisfaction and absenteeism. Perceived fairness (P.F) is a factor which is most likely to have positive influence on work satisfaction and negative influence on absenteeism.

Yet another independent variable known as work culture has been discussed at length. In the present world scenario, there is a great hue and cry for more and more humanized work culture which could enhance the employees motivation leading to high work/job satisfaction. It could also work as an important instrument in lowering the rate of absenteeism and ultimately helping to attain the organizational effectiveness, growth and development.

The locus of control (LOC) is another independent variable which is presumed to be important predictor of work satisfaction and absenteeism. This personality variable has been discussed in detail in the same chapter.
Chapter II presents a detailed description about the "Review of Literature" and it has been noted that no such study provides any direction for the present investigation. Hence, various null hypotheses have been formulated for their empirical testing.

Chapter III incorporates the "Methodology" of the study. The study was conducted on clerical staff of Nationalised Banks in the Districts of Aligarh (U.P) and Ratlam (M.P). The sample consists of N=245 clerks. It also contains the description about the various tools used.

Chapter IV aims at "Results and Discussions" while chapter V deals with "Conclusion and Suggestions" respectively. The findings reveal the fact that some of the factors of perceived fairness like equal training opportunities (V11), equal opportunities for promotion (V14) and equal task/work responsibility (V16), whereas a few dimensions pertaining to work culture like mutual trust (V34), organizational climate (V31), synergy (V24), autonomy (V4), organizational belongingness (V41), confrontation (V54), and pro-action (V26) were found to have emerged as predictors of different facets of work satisfaction and absenteeism in different combinations. It is surprising to note that the locus of control was
not found to be significant predictor of any of the facets of work satisfaction, although, it was presumed that it would be having a significant influence on work satisfaction and absenteeism.

The conclusions drawn from the findings have been given in chapter V. Some humble suggestions have also been given for future similar researches which have to be carefully undertaken.