

Khan Afroz Shams

Dr. Akbar Hussain

DEPARTMENT OF PSYCHOLOGY

JOB BURNOUT, EMPLOYEES' MOTIVATION AND TRUST AS CORRELATES OF JOB COMMITMENT AMONG AIRPORT OPERATIONS EMPLOYEES (2010).

Abstract

Present study was conducted to examine level of commitment and some psychological correlates of job commitment among employees belonging to two different divisions with different length of service working at IGI Airport, New Delhi.

This study was conducted on 200 employees of IGI Airport purposively selected from two different divisions namely Air Traffic Control and Airside Operations with 100 employees taken from each division out of 100 in each division 50 were having up to 5 year service and remaining 50 were with more than 5 years' service experiences. Four different tools were used one each for measuring job commitment, job burnout, job motivation and employer-employees trust. The obtained data were analyzed with the help various statistical techniques like mean, SD, 't' test, correlation and F test.

The results were discussed in the light of hypotheses one by one. The hypotheses one was tested and found no significant difference in the level of commitment of employees belonging to two different divisions despite of the fact that Airside Operation employees had edge over their Air Traffic Control counterpart.

The hypotheses second presuming significant difference in the level of commitment among the employees of two different groups in terms of length of services and found no significant difference between the two groups of Air Traffic Control division whereas for Airside operation division significant difference was found. Similarly hypothesis third was also tested to see the level of job burnout in the employees of two divisions and found that Airside operation's employees were significantly high on the job burnout. For hypotheses four the difference between the groups of each division was also tested and found no significant difference in

job burnout of the two groups for any of the two divisions. The fifth hypotheses investigating difference between the two divisions in terms of job motivation also indicated no significant difference in the level of motivation of the two divisions. Similarly situation was found for the group- wise comparison, here too no significant difference was found in any of the division. Thus the hypotheses fifth and sixth were totally rejected. The seventh hypotheses was confirmed as the Airside operation division employees were significantly high on trust whereas the group- wise difference indicated significant difference for Airside operation division only partially confirming the hypotheses eight. As far as relationship between job commitment and burnout was concerned negative correlation was found but it was insignificant. Thus the ninth hypothesis was also partially confirmed. The tenth hypothesis was confirmed as direct and significant relationship between job commitment and motivation was obtained. The last hypotheses was found to be partially confirmed as no significant relationship was found for the total sample whereas division wise relationship was found significant.