

Research Paper :

Standardization of satisfaction scale with reference to environmental parameters and work output of office workers

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ABSTRACT

The present investigation was undertaken with an objective for construction and standardization of satisfaction scales with reference to environmental parameters and work output of office workers. The investigation was carried out in Parbhani city of Maharashtra state during the year 2008 – 2009. Procedure followed as the collection of items or statements, selection of items and analysis of items. Thirty satisfaction statements (ten from each part) regarding thermal comfort, illumination and work output were standardized. The reliability of attitude scale was highly significant for thermal comfort ($r=0.80$), illumination ($r=0.76$) and work output ($r=0.65$). The validity of items were ensured on the basis of significant 't' values.

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Environmental parameters include thermal comfort and illumination. Work output of office workers depends on environmental parameters. When office workers are satisfied about thermal comfort and illumination that time it enhances the work output of office workers. That's why environmental parameters and work output is interrelated to each other (Jorn Tofum, 2002).

In social science research, satisfaction of person or group about social or any psychological object is of paramount importance. The success or failure of many social reforms would mainly depend upon the people's satisfaction about it. The study of satisfaction about environmental parameters and work output is not only important from purely psycho - sociological point of view, but also it has a great importance in other common matters of life.

According to Krench *et al.* (1962), satisfaction is an enduring system of positive and negative evaluations, emotional feelings pro and con action tendencies with respects to social objects. Edwards (1957) defined satisfaction as the degree of positive or negative effect associated with some psychological object. Keeping in view, an attempt was made to develop the scale to measure the satisfaction of office workers towards thermal comfort, illumination and work output.

Sabharwal and Verma (1997) have shown that the reliability of attitude scale was highly significant for learners ($r = 0.61$) and teachers ($r = 0.88$). The validity

of items were ensured on the basis of significant 't' values.

METHODOLOGY

Procedure for construction of statical scale:

Collection was made of items or statements of the first step in the construction of satisfaction scale to collect a good number of statements of thermal comfort, illumination and work output. Fifteen statements for thermal comfort and twenty one statements for work output were collected referring to different journals, magazines, special articles and in consultation with the functionaries of the Department of Psychology and Environmental Science to see the statements, also some opinions about the psychological objects under study. Likery (1932) technique of summated rating was adopted for construction of satisfaction scale for thermal comfort, illumination and work output.

FINDINGS AND DISCUSSION

The findings obtained from the present investigation are presented below:

Selection and analysis of items:

The statements comprised of content area which were derived from relevant literature and discussion with the environmental scientists, home scientists and ergonomists. These statements were scrutinized against the criteria of Edwards (1957) for statement construction.