

## **A Study on Contemporary Beauticians' Job Satisfaction**

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### **Abstract**

This study was conducted out of necessity for attempting to identify what degree of satisfaction contemporary beauticians having to accomplish this expanded role of theirs had and what factors had an effect on their job satisfaction.

Based on the study results, the following conclusion was drawn:

- 1) It was found that beauticians' level of job satisfaction with its components was in the order of 'vocational pride'(3.66), 'human relations'(3.39), 'autonomy'(3.29), 'required job'(3.13), and 'vocational duty'(3.01).
- 2) It was found that as to the level of job satisfaction according to religions beauticians with Buddhism had the highest level of job satisfaction with each of its components, followed by 'Others'(3.37), 'Christianity'(3.26), 'Catholicity'(3.25) and 'No Religion'(3.24).
- 3) It was found that as to the level of job satisfaction according to the future plan beauticians saying 'I will stop working at the same time that I marry'(3.68), 'I will continue working'(3.33), 'I will work for several more years'(3.30) and I will stop working at any time depending on circumstances'(3.29).

**Key words:** human relations, job satisfaction, vocational duty, vocational pride

### **I. Introduction**

#### **1. The Necessity for Study**

With accelerated industrial society, economic development and improved standard of living, interests in health and beauty culture are maximized. As the range of beauticians' activity is much broadening to meet demand for this increasing health and beauty culture, they will have to devote further efforts to accomplishing their expanded role.

Therefore, this study was conducted out of necessity for attempting to identify what degree of

satisfaction contemporary beauticians having to accomplish this expanded role of theirs had and what factors had an effect on their job satisfaction.

#### **2. The Purpose of Study**

The purpose of this study was to provide basic materials for beauty art education for efficient manpower management by identifying their level of job satisfaction.

To attain this general aim, this study attempted to identify the following specific purposes:

First, beauticians' job satisfaction.

Second, their job satisfaction according to religions

Third, their job satisfaction with the future plan

## II. Literature Review

For the purpose of measuring job satisfaction, the definition of its concept should clearly made. But it can be said that it is a very difficult job to clarify this. Many people are presenting its definition from several perspectives.

Smith said that "job satisfaction is a series of attitudes attributed to the consensus of the feelings of all likes and dislike or the balanced state of feelings of likes and dislikes each individual experiences in relation to his/her own job"(H C. Smith, 1955).

Tffin et al said that "job satisfaction means the level of satisfying needs experienced or derived from job, which has a difference according to each individual's value system". And McCormick et al said that "job satisfaction is a particular subset of attitudes towards job maintained for the sake of job members(E. J. McCormick & D. Ilgen, 1980).

Locke said that "job satisfaction is employee's own state of pleasant or positive feelings resulting from their job or job experiences."

Lim Mun-hyeok's(1984) study results revealed that vocational pride had a very positive correlation with ability development( $r=0.71$ ) and service motive( $r=0.70$ ) and that reward had a comparatively high positive correlation with promotion( $r= 0.44$ ).

According to Lee Myung-ha, the order of meaningful and clear predictors having an effect on job satisfaction was workload, predetermined working hours, social consciousness, the level of satisfaction, the facility needed for business and

religions.

## III. The Research Method

### 1. The Object of Study and Data Collection

The object of study included 350 beauty shop directors, hair beauticians(hair designers), and skin beauticians and staff working at about 50 beauty shops and skin care shops located in the Metropolitan area. Those beauty shops and skin care shops were selected by helping them with cooperation.

For the purpose of data collection, the questionnaire was distributed to beauticians via the section manager in case of the beauty shop and the head of each skin care shop and those concerned with beauty art in case of the skin care shop.

The questionnaire research was conducted through in-person visit to beauty shops and skin care shops because data collection was conducted to those engaged in beauty. A total of 55, including 40 uncompleted questionnaires and 15 ones omitting the responses, were not used for this study. A total of 295 questionnaires were finally used for actual analysis due to the omission of one questionnaire in the process of statistical treatment.

The period of data collection over one month between Sept 15 and Oct 18, 1999.

### 2. The Research Instrument

The measurement instrument used for this study was developed by Siavitt et al's(1975) study on nurses' job satisfaction.

The questionnaire was composed of a total of 36 items relating to 10 component elements to

measure the level of job satisfaction as well as the items to identify subjects' general characteristics such as: 5 items relating to organizational demand; three items relating to autonomy; five items relating to reward; 11 items relating to vocational pride; 8 items relating to human relations; and 4 items relating to required job.

### 3. The Method of Data Analysis

Means and standard deviations were computed for each variable, and the t-test was conducted for the analysis of correlation with the components of job satisfaction.

And each item was rated on the 5-point Likert scale made up of "Strongly Agree"(5 points), "Agree"(4 points), "A Little Agree"(3 points), "Disagree"(2 points) and "Strongly Disagree"(1 point).

### 4. The Limitation of Study

This study classified beauty operators into general beauticians and skin care beauticians. About 50 beauty shops and skin care shops located in Seoul easy to collect data were selected, and great care was taken in making an expansive interpretation of the study results to include other objects.

## IV. Study Results and Discussion

As seen in <Table 1>, it was found that the order of job satisfaction with its components was vocational pride(3.66), organizational demand (3.42), human relations(3.39), autonomy(3.29), required job(3.13) and reward(3.01). It was found that those engaged in beauty art had the high

level of vocational pride, which indicates the changed value view.

The results of a study on chief nurses' job satisfaction conducted by Lee Song-ja(1994) showed that the order of job satisfaction with its components was require job(3.72), vocational pride(3.52), human relations(3.32), reward(3.09) autonomy(2.97) and organizational demand (2.65). Beauty operators(hair designers) showed the higher level of job satisfaction with vocational pride, organizational demand, human relations and autonomy than that of chief nurses but had the lower level of job satisfaction with required job and reward(see Table 1).

An attempt was made to investigate beauticians' job satisfaction according to religions(see Table 2). As a result, it was found that beauticians with Christianity showed the level of satisfaction with vocational pride(3.29), reward(3.02), human relations(3.42), autonomy (3.32), organizational demand(3.32) and vocational duty(3.13).

It was found that beauticians with Catholicity showed the level of satisfaction with vocational pride(3.40), reward(3.06), human relations(3.24), autonomy(3.12), organizational demand(3.49) and vocational duty(3.18).

It was found that beauticians with Buddhism

<Table 1> Beauticians' Level of Job Satisfaction  
(N= 295)

Components	Mean(Standard Deviation)	Ranking
Vocational Pride	3.66(0.49)	1
Reward	3.01(0.67)	6
Human Relations	3.39(0.49)	3
Autonomy	3.29(0.62)	4
Organizational Demand	3.42(0.52)	2
Required Job	3.13(0.50)	5
Mean	3.31(0.54)	

&lt;Table 2&gt; Beauticians' Job Satisfaction According to Religions

(Vocational Types: 1- Hair Designer, 2-Skin Care Beautician) (n=number)

Religion		(1:n=43) (2:n=47) Christianity		(1:n=12) (2:n=26) Catholicity		(1:n=12) (2:n=26) Buddhism		(1:n=70) (2:n=40) No Religion	
		M±S.D	P	M±S.D	P	M±S.D	P	M±S.D	P
Vocational Pride	1	3.75±0.47	0.681	3.15±0.61	0.013	3.74±0.42	0.603	3.16±.52	0.573
	2	2.84±0.49		3.66±0.52		3.68±0.44		3.66±0.43	
Reward	1	2.84±0.49	0.005	3.03±0.46	0.679	2.96±0.82	0.305	2.83±0.70	0.087
	2	3.20±0.63		3.10±0.45		3.20±0.74		3.06±0.57	
Human Relations	1	3.34±0.47	0.110	3.12±0.57	0.175	3.34±0.31	0.274	3.37±0.56	0.444
	2	3.50±0.44		3.37±0.47		3.49±0.53		3.45±0.47	
Autonomy	1	3.18±0.56	0.019	2.86±0.41	0.007	3.46±0.70	0.390	3.18±0.68	0.196
	2	3.46±0.54		3.39±0.33		3.28±0.69		3.35±0.55	
Organizational Demand	1	3.35±0.46	0.262	3.40±0.33	0.300	3.45±0.53	0.394	3.25±0.50	0.037
	2	3.47±0.52		3.58±0.56		3.61±0.69		3.46±0.47	
Vocational Duty	1	3.07±0.46	0.248	3.04±0.50	0.137	3.16±0.55	0.770	3.03±0.52	0.266
	2	3.19±0.51		3.33±0.57		3.21±0.48		3.14±0.41	
Total		3.26±0.50	0.220	3.25±0.48	0.210	3.38±0.57	0.456	3.24±0.53	0.267

showed the level of satisfaction with vocational pride(3.71), reward(3.08), human relations(3.41), autonomy(3.37), organizational demand(3.53) and vocational duty(3.18).

It was found that beauticians with no religion showed the level of satisfaction with vocational pride(3.41), reward(2.94), human relations(3.41), autonomy(3.37), organizational demand(3.53) and vocational duty(3.18).

And it was found that beauticians with other religions showed the level of satisfaction with vocational pride(3.76), reward(3.37), human relations(3.19), autonomy(3.30), organizational demand(3.46) and vocational duty(3.16).

As for the level of significant difference between hair designers and skin care beauticians, it was found that beauticians with Christianity showed a significant difference in vocational pride( $p=0.681$ ), reward( $p=0.005$ ), human relations( $p=0.110$ ), autonomy( $p=0.019$ ), organizational demand( $p=0.262$ ) and vocational

duty( $p=0.248$ )( $p<0.05$ ). It was found that beauticians with Catholicity showed a significant difference in vocational pride( $p=0.013$ ), reward( $p=0.679$ ), human relations( $p=0.175$ ), autonomy( $p=0.007$ ), organizational demand( $p=0.300$ ) and vocational duty( $p<0.05$ ). It was found that beauticians with Christianity showed a significant difference in vocational pride ( $p=0.603$ ), reward( $p=0.305$ ), human relations ( $p=0.274$ ), autonomy( $p=0.390$ ), organizational demand( $p=0.394$ ) and vocational duty( $p>0.05$ ). It was found that there was a significant difference in organizational demand( $p=0.037$ ) in case of no religion and vocational pride( $P<0.05$ ) in case of other religions. There was no significant difference in any case other than them( $P>0.05$ ).

An attempt was made to investigate beauticians' job satisfaction according to the future plan(Table 3) As a result, it was found that the beauticians saying 'I will continue working' had the level of satisfaction with vocational

&lt;Table 3&gt; Beauticians' Job Satisfaction According to the Future Plan

(Vocational Types: 1- Hair Designer, 2-Skin Care Beautician) (n=number)

Future Plan Component Elements		(1:n=108) (2:n=113) I will continue working		(1:n=18)(2:n=19) I will work for several more years		(1:n=20)(2:n= 11) I will stop working at any time depending on circumstances.	
		M±S.D	P	M±S.D	P	M±S.D	P
Vocational Pride	1	3.75±0.44	0.841	3.62±0.52	0.245	3.10±0.59	0.180
	2	3.74±0.43		3.44±0.33		3.42±0.71	
Reward	1	2.93±0.67	0.004	3.00±0.42	0.941	2.49±0.58	0.109
	2	3.19±0.61		3.01±0.43		3.05±1.32	
Human Relations	1	3.38±0.54	0.108	3.40±0.33	0.313	3.03±0.34	0.031
	2	3.49±0.47		3.46±0.42		3.38±0.52	
Autonomy	1	3.21±0.65	0.003	3.38±0.33	0.126	2.98±0.75	0.962
	2	3.45±0.56		3.15±0.44		2.96±0.73	
Organizational Demand	1	3.33±0.46	0.002	3.56±0.34	0.406	3.07±0.54	0.177
	2	3.13±0.55		3.46±0.37		3.36±0.59	
Vocational Duty	1	3.13±0.47	0.042	3.02±0.52	0.656	2.76±0.57	0.413
	2	3.26±0.48		3.10±0.52		2.93±0.47	
Total		3.33±0.52	0.166	3.30±0.37	0.223	3.29±0.64	0.156

pride(3.74), reward(3.06), human relations(3.43), autonomy(3.33), organizational demand(3.23) and vocational duty(3.19). It was found that the beauticians saying 'I will work for several more years' had the level of satisfaction with vocational pride(3.53), reward(3.00), human relations(3.43), autonomy(3.26), organizational demand(3.51) and vocational duty(3.03). It was found that the beauticians saying 'I will stop working at any time depending on circumstances' had the level of satisfaction with vocational pride(3.26), reward (2.77), human relations(3.21), autonomy(2.90), organizational demand(3.21) and vocational duty(2.84). It was found that the beauticians saying 'I will stop working at the same time that I marry' had the level of satisfaction with vocational pride(3.70), reward(3.30), human relations(3.54), autonomy(3.99), organizational demand(3.70) and vocational duty(3.40).

An attempt was made to investigate beauticians'

job satisfaction with each item according to the future plan. As a result, it was found that the beauticians saying 'I will continue working' had the level of job satisfaction with vocational pride ( $p=0.841$ ), reward( $p=0.0040$ ), human relations ( $p=0.108$ ), autonomy( $p=0.003$ ), organizational demand( $p=0.002$ ) and vocational duty( $p<0.05$ ), in which there was a significant difference. It was found that the beauticians saying 'I will work for several more years' had the level of job satisfaction with vocational pride( $p=0.245$ ), reward( $p=0.941$ ), human relations( $p=0.313$ ), autonomy( $p=0.126$ ), organizational demand( $p=0.406$ ) and vocational duty( $p>0.05$ ), in which there was no significant difference. It was found that the beauticians saying 'I will stop at any time depending on circumstances' had the level of job satisfaction with vocational pride( $p=0.180$ ), reward( $p=0.109$ ), human relations ( $p=0.031$ ), autonomy( $p=0.962$ ), organizational demand ( $p=0.177$ ) and vocational duty( $p=0.413$ ),

of which there was a significant difference in human relations( $p < 0.05$ ) and there was no significant difference in the other items( $p > 0.05$ ). It was found that the beauticians saying 'I will stop working at the same time that I marry' had the level of job satisfaction with vocational pride( $p = 0.562$ ), reward( $p = 0.208$ ), human relations( $p = 0.698$ ), autonomy( $p = 0.285$ ), organizational demand ( $p = 0.361$ ) and vocational duty( $p = 0.383$ )( $p > 0.05$ ).

## V. Conclusion and Suggestion

### 1. Conclusion

Based on the study results, the following conclusion was drawn:

1) It was found that beauticians' level of job satisfaction with its components was in the order of 'vocational pride'(3.66), 'reward'(3.42), 'human relations'(3.39), 'autonomy'(3.29), 'required job'(3.13), and 'vocational duty'(3.01).

2) It was found that as to the level of job satisfaction according to religions beauticians with Buddhism had the highest level of job satisfaction with each of its components, followed by 'Others'(3.37), 'Christianity'(3.26), 'Catholicity'(3.25) and 'No Religion'(3.24).

3) It was found that as to the level of job satisfaction according to the future plan beauticians saying 'I will stop working at the same time that I marry'(3.68), 'I will continue working'(3.33), 'I will work for several more years'(3.30) and 'I will stop working at any time depending on circumstances'(3.29).

### 2. Suggestion

Based on the above conclusion, an attempt

was made to make the following suggestion:

It is suggested that the scope of investigation into beauticians' job satisfaction be expanded to include both beauticians specializing in subdivisions of beauty art and beauticians across the country. And it is necessary to identify beauticians' job satisfaction and make an intensive investigation into the method to enhance their job satisfaction.

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