

AN EMPIRICAL STUDY ON JOB SATISFACTION - WITH SPECIAL REFERENCE TO INCAP LIMITED, VIJAYAWADA

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ABSTRACT

Job satisfaction is most important for every employee those who are working in an organization. Always an employee is looking satisfy their wants and needs in working area, for that they are expecting more assistances from the organization. Generally from the employee's point of view job satisfaction is measured by fringe benefits, welfare measures, compensation and perks, education for their children and so on. The present study is going to deals with knowing the satisfaction level of job and the relationship between employee and employer through other benefits which will they provided to the employees. The data has been collected through structured questionnaire. The sample size of the study was 100 and study was done in Vijayawada.

Keywords: Job Satisfaction, Fringe benefits, compensation and perks.

INTRODUCTION

Job satisfaction is a common element for every employees work life. Every employee working for survives their life with job satisfaction. Without job satisfaction no employee can balanced both work life and personal life. If employee is not satisfying with his/her job in the organization he/she may not produce effective productivity in his work life. Different employees measure their job satisfaction in different ways. Some employees measure their job satisfaction in the form of welfare facilities, compensation and perks and other amenities. Few of the employees measure their job satisfaction in the form of promotions, transfers, etc.

In the present scenario every employee is looking more and more requirements for their satisfaction. Most of the employees change their jobs frequently due to lack of job satisfaction. In addition, some employees still not feeling job satisfaction even they are getting more salary and other amenities. Because the behaviour of the employees have been changed in recent era. Now-a-days we find every sector that the employees looking for better working environment and other facilities for getting satisfaction to their jobs.

Definition

According to Hoppack, job satisfaction is "the combination of psychological, physiological and environmental circumstances that cause a person to truthfully say I am satisfied with my job". The definition point to the factors effecting job satisfaction but does not indicate the nature of job satisfaction.

OBJECTIVES OF THE STUDY

- To know the welfare facilities provided by the INCAP ltd for the employees' satisfaction.
- To portray the employees promotion policy in the organization.
- To evaluate the communication and relationship maintained by the superior and subordinates is satisfactory.
- To predict the satisfaction level of employees regarding job security in an organization.

SCOPE OF THE STUDY

- Job satisfaction is very significant element of every employee to balance both personal and professional life.
- If the employee job satisfaction increases, an organization commitment also increases.
- The study covered all the employees in and above the manager level from higher level to lower level.

RESEARCH PROBLEM

Job satisfaction is more important strength to the organization. With the job satisfaction any employee can achieve objectives most efficiently and effectively. When an employee achieved their objectives directly organization also can achieve their objectives. Hence, any organization needs to understand the employee's requirements and try to provide those requirements to the employees for their job satisfaction.

SAMPLING

Sampling Area

INCAP Ltd., Vijayawada

Sampling Technique

Simple Random Sampling Technique means that every members of the sample is selected from all the group of population in such a manner that the probability of being selected for all members in the study group of populations is the same. The advantage of Simple random sampling techniques is

- It needs only a minimum knowledge of the study group of population in advance.
- It is free from errors in classification.
- Simple random sampling is representative of the population.
- The method is simple to use.
- It is completely free of bias and prejudice.
- It takes less time to complete collect the data.
- Less costly.

DATA COLLECTION METHODS

Primary Data: The unpolished data has been collected from the sample respondents through a well-structured questionnaire.

Secondary Data: The published has been gathered from the journals, websites, magazines, etc.

Statistical tools: The raw data has been processed and presented in an understandable manner by using appropriate tables and percentages.

REVIEW OF LITERATURE

Mira Singh and Pestonjee (1990), hypothesized that Job Satisfaction is influenced by the levels of Occupation, Job involvement and Participation. The sample for the study consisted of 250 officers and 250 clerical cadres belonging to a Nationalised bank in Western India. The study confirmed that hypothesis and it was found that Job Satisfaction of the Bank employees was positively affected by the Occupational level, Job involvement and participation.

Balvir (1991) attempted to understand hygiene-motivational factors as postulated by Herzberg based on their need priorities that dominate the minds of Indian Managers while continuing service in their respective Organizations. The results revealed that Job Satisfaction, Salary, Job Security, better chances of promotion, happy Personal life, high position and friendly social circle are some of the motivating factors in that order which strongly influence Indian Managers.

Mathew (1991) tested the relationship between Satisfaction and Organisational commitment with a Non-recursive model that permitted the simultaneous examination of the influence of satisfaction on commitment and the influence of commitment on satisfaction. The study highlighted that the two variables were reciprocally related but that the influence of satisfaction on commitment was stronger.

Mehra and Mishra (1991) in their study explored the potential moderator effect of mental health on the Intrinsic Job Satisfaction-Occupational stress relationship. The study was conducted on 250 blue collar industrial workers of UPTRON India Ltd. The findings of the study showed that mental health has a moderating effect on the Intrinsic Job Satisfaction-Occupational stress relationship.

Dhar and Jain (1991) carried out an investigation amongst academicians. The investigation explored the nature of relationship between Job Satisfaction, Job Involvement, Age and Length of service. An important finding of the study was that Job Involvement and Job Satisfaction are positive correlates which imply that involvement in Job increases Job Satisfaction and vice-versa.

Syed (1992), made an endeavour to determine the relationship between employee Job satisfaction and Organizational effectiveness. The sample for the study consisted of 44 supervisors of a public sector undertaking which was randomly drawn from a single unit of the Company. The main objective of the study was to relate satisfaction with Organizational effectiveness along with personal attributes such as age, education, pay, length of service etc. the study revealed that Job satisfaction facets had more explanatory power than the personal attributes of respondents. It was clear from the study that the organization through its human resource development policies and practices created better environment for employees, resulting in greater satisfaction which in turn enhanced organizational effectiveness.

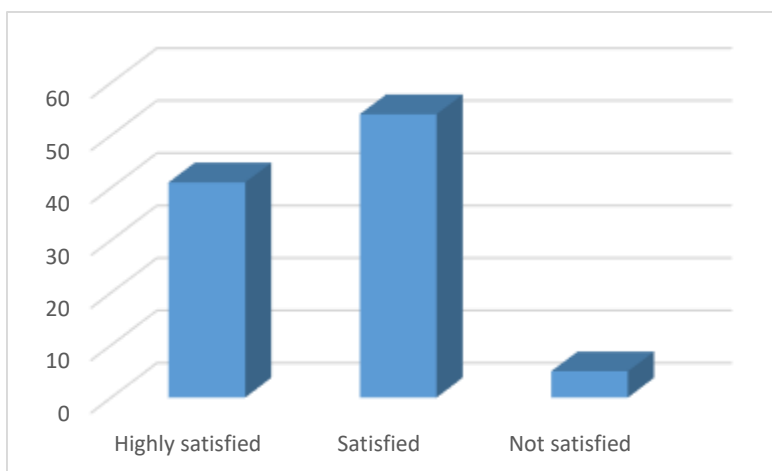
Rama Devi (1997), conducted a study on faculty Job Satisfaction and their views on management of the two universities in Andhra Pradesh. The sample consisting of 200 teaching faculty and 100 members were selected randomly from each university and the attempt was made to measure Job Satisfaction of the faculty in universities of Andhra Pradesh. The study found that the factors such as freedom in job, scope for self-improvement, income and job security were causing satisfaction while bureaucratic rules, no recognition for work and routine work were causing dissatisfaction to them.

DISCUSSION AND RESULTS

Table 1: Employees opinion towards the present working condition in the INCAP

| Opinion | No. of respondents | Percentage |
|---------|--------------------|------------|
|---------|--------------------|------------|

| | | |
|------------------|-----|-----|
| Highly satisfied | 41 | 41 |
| Satisfied | 54 | 54 |
| Dis satisfied | 5 | 5 |
| Total | 100 | 100 |



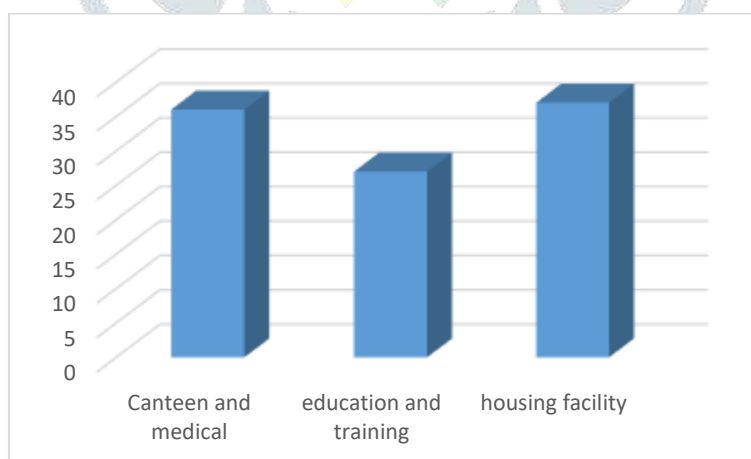
Graph 1: Employees opinion towards the present working condition in the INCAP

Interpretation

From the above table, it is understood that 41% of employees are highly satisfied with the present working condition 54% of employees are satisfied and 5% employees are dis satisfied with the working conditions of the work. From the above data clearly indicate that most of the respondents i.e., 41% employees are highly satisfied with the present working conditions in INCAP.

Table 2: Respondents opinion regarding the following welfare amenities provided by company

| Attributes | No. of respondents | Percentage |
|----------------------|--------------------|------------|
| Canteen & medical | 36 | 36 |
| Education & Training | 27 | 27 |
| Housing facilities | 37 | 37 |
| Total | 100 | 100 |



Graph 2: Respondents opinion regarding the following welfare amenities provided by company

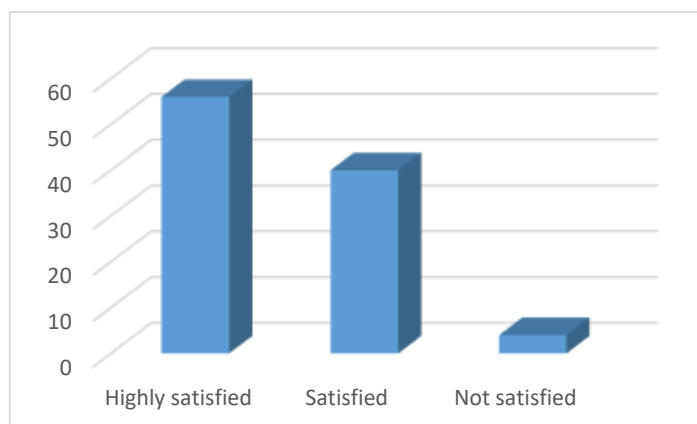
Interpretation

From the above graph, it is clearly specifies that 36% of employees said canteen and medical, 27% employees said education and training and 37% of employees said housing facilities regarding welfare amenities provided by the company. From the above data most of the sample respondents i.e., 37% employees are opined that the housing facilities are more provided by the INCAP.

Table 3: Employees satisfaction level of the present medical facilities being provided by the organisation

| Opinion | No. of respondents | Percentage |
|------------------|--------------------|------------|
| Highly satisfied | 56 | 56 |

| | | |
|---------------|-----|-----|
| Satisfied | 40 | 40 |
| Dis satisfied | 4 | 4 |
| Total | 100 | 100 |



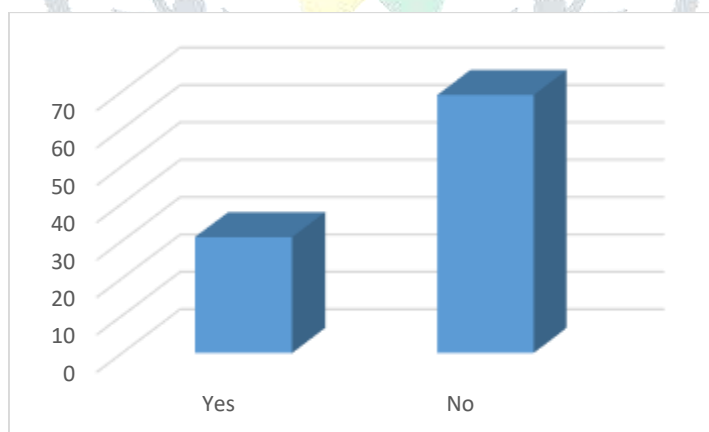
Graph 3: Employees satisfaction level of the present medical facilities being provided by the organisation

Interpretation

From the above table, it is projected that at 56% of employees are highly satisfied with the present medical facilities 40% of employees are satisfied and 4% of employees are dis satisfied with the medical facilities being provided by the organisation. From the above data most of the sample respondents i.e., 56% employees are highly satisfied with present medical facilities which are provided by the INCAP.

Table 4: Sample respondents’ opinion towards the company paying salaries and compensation according to requirements

| Attributes | No. of respondents | Percentage |
|------------|--------------------|------------|
| Yes | 69 | 69 |
| No | 31 | 31 |
| TOTAL | 100 | 100 |



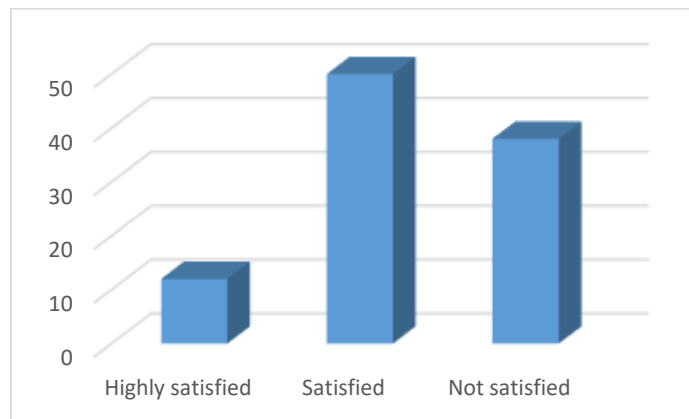
Graph 4: Sample respondents’ opinion towards the company paying salaries and compensation according to requirements

Interpretation
From the above figure, it is clearly predicted that 69% of employees said no and the remaining respondents i.e., 31 % of employees said yes regarding the salaries and compensation paid. From the above picture most of the employees i.e., 69% sample respondents are opined that “No” towards the salaries and compensation paid by the organization.

Table 5: Employees satisfaction regarding the allowances like HRA, TA, and bonus, provided by the organisation

| Opinion | No. of respondents | Percentage |
|------------------|--------------------|------------|
| Highly satisfied | 12 | 12 |
| Satisfied | 50 | 50 |

| | | |
|---------------|-----|-----|
| Dis satisfied | 38 | 38 |
| Total | 100 | 100 |



Graph 5: Employees satisfaction regarding the allowances like HRA, TA, and bonus, provided by the organisation
Interpretation

From the above picture, it is understood that 12% of employees are highly satisfied with the allowances like HRA, TA, bonus, etc., where as 50% of employees are satisfied 38% of employees are dis satisfied the allowances provided by the organisation. From the above table some employees i.e., 50% respondents are satisfied with the allowances provided by the INCAP.

Table 6: Sample Respondents opinion towards the rate of safety measures taken by management

| Attributes | No. of respondents | Percentage |
|------------|--------------------|------------|
| Excellent | 58 | 58 |
| Good | 36 | 36 |
| Poor | 6 | 6 |
| Total | 100 | 100 |



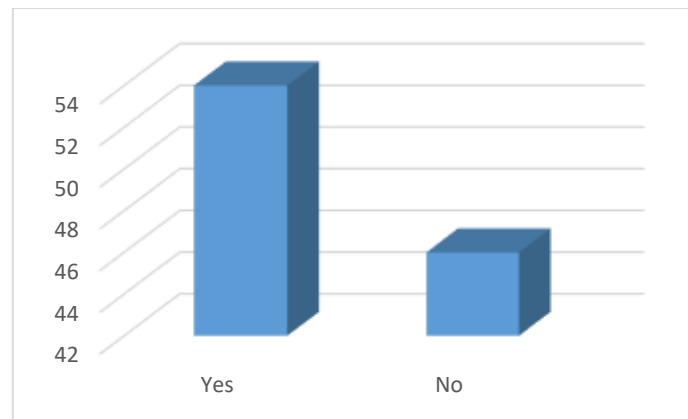
Graph 6: Sample Respondents opinion towards the rate of safety measures taken by management

Interpretation

From the above table, it is clearly indicates that 58% of employees said excellent, 36% of employees said good and 6% of employees said poor regarding safety measures taken by management. From the above data most of the samples respondents i.e., 58% employees are feel excellent regarding the safety measures which are provided by the management.

Table 7: Employees' opinion towards the good relations with colleagues

| Attributes | No. of respondents | Percentage |
|------------|--------------------|------------|
| Yes | 54 | 54 |
| No | 46 | 46 |
| TOTAL | 100 | 100 |



Graph 7: Employees’ opinion towards the good relations with colleagues

Interpretation

From the above table, it is projected that 54% of employees are having good relations with colleagues and 46% of employees are not having good relations with colleagues. From the above table most of the employees i.e., 54% sample respondents are having good relations with colleagues.

Table 8: Employees’ satisfaction level of the promotion system in organisation

| Opinion | No. of respondents | Percentage |
|------------------|--------------------|------------|
| Highly satisfied | 26 | 26 |
| Satisfied | 16 | 16 |
| Dis satisfied | 58 | 58 |
| Total | 100 | 100 |



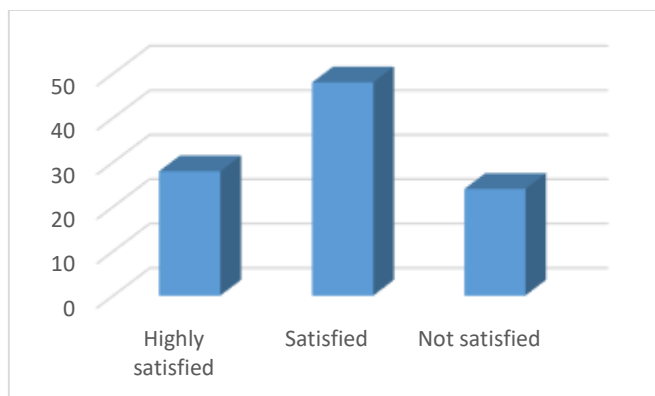
Graph 8: Employees’ satisfaction level of the promotion system in organisation

Interpretation

From the above table, it is understood that 26% of employees are highly satisfied with the promotion policy where as 16% of employees are satisfied and 58% of employees are dis satisfied with the promotion system in the organisation. From the above data all most all employees i.e., 58% sample respondents are dis satisfied with promotion system in the organization.

Table 9: Sample Respondents opinion of the employee benefits plans like pension plans PF provided by the organisation

| Opinion | No. of respondents | Percentage |
|------------------|--------------------|------------|
| Highly satisfied | 28 | 28 |
| Satisfied | 48 | 48 |
| Dis satisfied | 24 | 24 |
| Total | 100 | 100 |

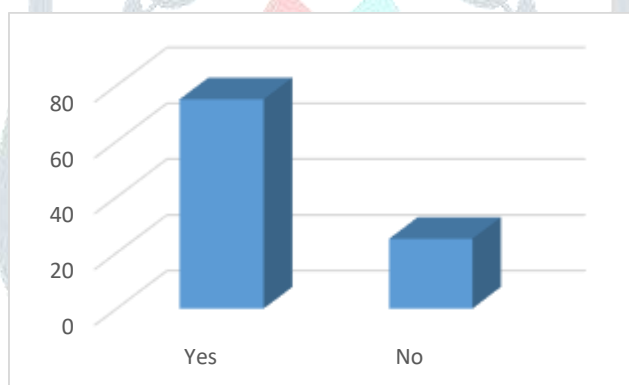


Graph 9: Sample Respondents opinion of the employee benefits plans like pension plans PF provided by the organisation
Interpretation

From the above table, it is clearly indicates that 28% of employees are highly satisfied with the employee benefits where as 48% of employees are satisfied and the 24% of the employees are dis satisfied the benefits plans like pension plans PF provided by the organisation. From the above figure 48% of employees are satisfied with the benefit plans like pension plans and PF provided by the organization.

Table 10: Sample respondents opinion towards the management maintain relationships with the employees

| Attributes | No. of respondents | Percentage |
|------------|--------------------|------------|
| Yes | 75 | 75 |
| No | 25 | 25 |
| TOTAL | 100 | 100 |

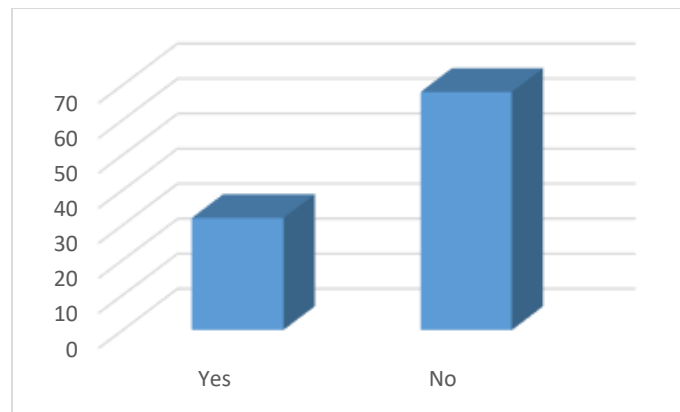


Graph 10: Sample respondents opinion towards the management maintain relationships with the employees
Interpretation

From the above table, it is understood that 75% of employees said yes and 25% of employees said no regarding the relationship of management with employees. From the above data most of the employees i.e., 75% respondents are said “Yes” regarding the relationship of management with employees.

Table 11: Employees opinion towards the any scope of personal development in the organisation

| Attributes | No. of respondents | Percentage |
|------------|--------------------|------------|
| Yes | 32 | 32 |
| No | 68 | 68 |
| TOTAL | 100 | 100 |



Graph 11: Employees opinion towards the any scope of personal development in the organisation

Interpretation

From the above table, it is understood that 32% of employees said yes and 68% of employees said no regarding the personal development of employees in the organisation. From the above table all most all employees i.e., 68% respondents are said that “No” towards the personal development of employees in the organization.

Table 12: Sample respondents’ opinion towards the organisation providing job security

| Attributes | No. of respondents | Percentage |
|------------|--------------------|------------|
| Yes | 60 | 60 |
| No | 40 | 40 |
| Total | 100 | 100 |

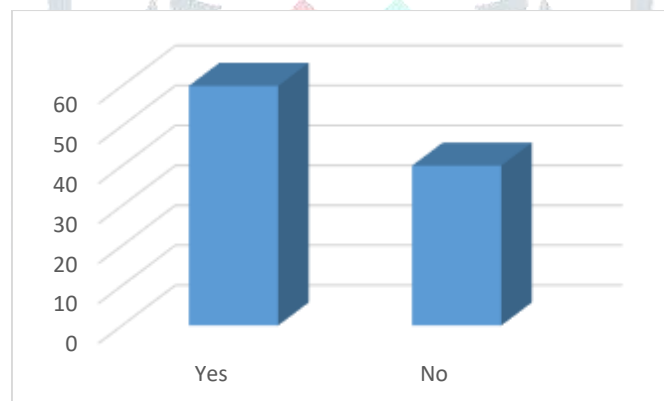


Table 12: Sample respondents’ opinion towards the organisation providing job security

Interpretation

From the above table, we can understand that 60% of employees saying that the organisation providing job security where as 40% of employees says that organisation not providing job security. From the above table most of the employees i.e., 60% respondents are saying “Yes” towards that the organization providing job security.

FINDINGS

- The above data clearly indicate that most of the respondents i.e., 41% employees are highly satisfied with the present working conditions in INCAP.
- The above data most of the sample respondents i.e., 37% employees are opined that the housing facilities are more provided by the INCAP.
- The above data most of the sample respondents i.e., 56% employees are highly satisfied with present medical facilities which are provided by the INCAP.
- The above picture most of the employees i.e., 69% sample respondents are opined that “No” towards the salaries and compensation paid by the organization.
- The above table some employees i.e., 50% respondents are satisfied with the allowances provided by the INCAP.
- The above data most of the samples respondents i.e., 58% employees are feel excellent regarding the safety measures which are provided by the management.
- The above table most of the employees i.e., 54% sample respondents are having good relations with colleagues.
- The above data all most all employees i.e., 58% sample respondents are dis satisfied with promotion system in the organization.

- The above figures 48% of employees are satisfied with the benefit plans like pension plans and PF provided by the organization.
- The above data most of the employees i.e., 75% respondents are said “yes” regarding the relationship of management with employees.
- The above table all most all employees i.e., 68% respondents are said that “no” towards the personal development of employees in the organization.
- The above table most of the employees i.e., 60% respondents are saying “yes” towards that the organization providing job security.

SUGGESTIONS

- Since majority of the people feel that they are not underpaid, this causes dissatisfaction. Introduce to avoid the company may introduce different assertive schemes through which pay and productivity can be minimized.
- As employees feel that they doesn't have freedom to take the decision which affects job satisfaction adversely; employees should some degree of freedom decisions at their workplace.
- Some employees have low level of communication has they feel they are not much important in the department they can explained how important there in the department.
- Some of the employees felt their skills are not utilized completely; Proper measure can be taken job design and placement.
- As more than half of the people not satisfied their personal development, company may provide carrier development programs were people can achieve their personal and professional goals.

CONCLUSION

The various policies relating to job satisfaction are very good in INCAP ltd. They are given various non-statutory welfare measures to their employees.

The environment in the INACP ltd is very peaceful. There are no conflicts or disputes between employees and managers. INACP ltd employees are highly motivated and they work with ultimate dedication.

Job satisfaction is seen as a consequence of performance rather than a cause of it represents the difference between what is expected and what is received from the different job facts. Workers show satisfaction towards particular objects of conditions in work environment. The number of facts was seen to vary from study to study, but normally ranged from five to seven dimensions. satisfaction facets may include the work itself, pay and benefits, promotional opportunities, supervision, co-workers, the organization and its management, and working conditions over the long-run satisfaction of workers strongly influences the productivity efficiency of the firm. This productivity efficiency is generally reflected on the “cost” side of the company ledger.

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